

## **The Maryland-National Capital Park and Planning Commission**

TITLE: Aquatics Facility Manager

GRADE: 20

DATE: 5/28/2024

SERIES: Park and Recreation Management

CODE: 1873

EEO: Professional

FLSA: Exempt

### Class Definition:

Under general supervision, performs professional aquatics management work in providing assistance in managing a multi-functional year-round indoor aquatics facility and related programs; and may manage programming activities within a single-functional seasonal outdoor aquatic facility such as a splash park. Single-functional aquatics facilities at this level may also include a single secondary operation (i.e., snack bar). Assignments include full responsibility for managing the operation of a single-aquatic facility including facility management and maintenance functions, program and general administration, and plans, schedules and assigns work of staff; or responsibility for assisting a higher-level manager in the management of a multi-functional aquatic facility. Work assignments include the development and implementation of revenue-generating aquatics programs or activities related to community needs and consists of duties involving steps, processes, procedures, or methods which are typical, conventional or well established, and information on which to act is obtained by close examination or by referring to readily available sources. For single function aquatic facility managers, the limited size, nature and scope of the facility and function assigned is such that special activities, problems and decisions (e.g., analysis of community needs and interests, and administrative and technical considerations) can be handled without receiving detailed instruction while referring unfamiliar or non-standard problems to the supervisor. Work involves the application of specific rules, regulations and procedures to the execution of a segment of the Department's aquatics programs, and contributes to the accuracy, reliability and acceptability of services provided by the Department to the public. Applies knowledge of, and skill in, general business administration; safety and health regulations; National Certified Pool Operator training and certification requirements and audit guidelines; Federal, State, and Local Pool Operating Codes; general aquatic programming and services; pool chemicals management; pool pump room operations and troubleshooting techniques; general budget and procurement processes and policies; and adapted aquatics principles and practices. Independently performs various types of analyses and solves conventional, non-standard and challenging problems to ensure accuracy, adequacy and effectiveness in assigned functions. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

Assignments are made in terms of ongoing functional responsibilities and requirements of specific assignments. Incumbent independently plans and carries out the work in conformance with established policies, procedures and accepted practices, resolves commonly encountered work problems and deviations by selecting and applying the appropriate guidelines, keeps the supervisor informed and brings procedural exceptions to the supervisor's attention for guidance or resolution. Work is expected to be accurate, timely and consistent with guidelines – incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors.

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### Examples of Important Duties (Estimated Percentages):

#### 1. Core Functions (± 85%)

- Manages a single functional aquatic facility. Develops and implements operational goals and procedures (e.g., hours, security, safety); develops, implements and manages revenue generating programs and facility operations to cover operating expenses, debt service and capital improvement projects. Reviews operations and program procedures and implements changes as relevant to the facility and services offered; and markets programs and assigned facility. Monitors utility systems to ensure proper operation. Coordinates day-to-day maintenance and repair of facilities; works with facility management with planning routine maintenance, repairs and renovations to facility and grounds. Resolves complaints and determines need for emergency personnel; reports and provides information for investigations of accidents.
- Assists in managing a large multi-functional year-round indoor and seasonal outdoor aquatic facility involving the development and implementation of operational goals and procedures (e.g., hours, security, safety) and participating in the development and management of revenue generating programs. Assists in various human resources functions including recruiting, assigning and reviewing work, and administrative functions. Manages a specialty program area for the facility such as pool operations, concessionaire stand and incorporates program goals and operations into overall facility management. Assists in coordinating with facility management on facility repairs and maintenance; and supports facility manager in reviewing operational processes and programs for improvement to increase participation and effectiveness. Recommends improvements to existing programs and identifies best practices.
- Participates in planning, organizing and implementing comprehensive community-based aquatics activities and programs. Coordinates classes, competitions, special events and operation of snack bar or other revenue producing operations. Schedules staff, facility use and equipment; recommends and monitors program fees. Analyzes and evaluates event success, implements changes and develops and establishes events and aquatics goals.
- Recruits, selects, trains and evaluates contract, intermittent and volunteer staff for the facility and facility programs (e.g., class instructors, facility staff). Plans, schedules and assigns work. Evaluates work and counsels employees as directed; audits intermittent staff instructor classes and provides feedback.
- Assists in marketing programs and assigned facility; works with supervisor to provide community outreach in coordinating and advertising programs to market services and to promote attendance (e.g., private pool parties, certifications, swimming meets, and classes). Updates webpage for timely and accurate information of programs, classes, events, services and hours of operation; writes articles, newsletters and flyers. Prepares posters, signs, calendars and other marketing materials and graphics; distributes materials to graphics shop and checks work.

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- Ensures staff comply with Commission, Federal, State and Local codes and complete required reports (e.g., injury, discharge); complete pool readings; appropriately store and manage pool chemicals; and perform automated external defibrillator (AED) inspections. Manages and schedules certifications and training (e.g., Lifeguarding/CPR/AED and First Aid, Pool Operator Instructor, Lifeguarding Instructor, Water Safety Instructor). Provides assistance and support of audits conducted by the Commission and County (e.g., Maryland Department of Health and Mental Hygiene).
- Oversees lifeguard and instructor training courses; such as Lifeguarding/CPR/AED and First Aid, Certified Pool Operator, Lifeguarding Instructor, and Water Safety Instructor. May be required to instruct such courses as needed or required by the Department. Ensures all lifeguards, pool managers, and water safety instructors are properly certified and records are maintained.
- Provides assistance and general customer service to visitors; greets guests and explains rules, memberships and operations. Accepts reservations for programs and collects fees.
- Participates in budget formulation and execution of an aquatic facility operating budgets; monitors and tracks expenditures for programs. Controls expenditures in accordance with approved budget; provides analysis and recommends alignment of funds for annual budget submission. Updates performance measurements; provides quarterly projections to include revenues and expenditures with appropriate justifications based on operational forecast and maintenance requirements. Prepares purchase requisitions and check requests, collects and deposits revenues, and performs petty cash duties.

### **2. Other Duties (±15%)**

- Monitors processing and maintenance of a variety of administrative records to include payroll, employee records and timecards, training reports, cash reports, equipment inventory, financial spreadsheets and monthly revenue reports. Reviews client correspondence, contracts, cancellations and refunds; uses Commission software to prepare and submit administrative reports. Solicits bids and price quotes from vendors; supervises procedures for inventory control, accuracy of sales and restocking of supplies. Manages information for division-wide reports.
- Performs special project work in surrounding community on behalf of supervisor. Conducts research and exchanges information with other aquatics facilities and surrounding community groups to identify new programs, methods and equipment which might be useful for facility. Serves on divisional and departmental committees to share ideas and to complete assignments and projects.
- Networks and reaches out to external user groups, conducts research; drives Commission vehicles to visit similar aquatic facilities and meets with other managers. Attends conferences and area venue meetings to identify new industry standards and trends. Completes all required training and certifications.

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### Important Worker Characteristics:

- A. Knowledge of, and skill in, (1) general business administration; (2) safety and health regulations; (3) National Certified Pool Operator training and certification requirements and audit guidelines; (4) Federal, State, and Local Pool Operations Codes; (5) general aquatic programming and services; (6) pool chemicals management; (7) pool pump room operations and troubleshooting techniques; (8) general budget and procurement processes and policies; (9) cash handling procedures\*; (10) adapted aquatic principles and practices, (11) Commission organization, policies and procedures\*.

*\*Typically acquired or fully developed primarily after employment in this job class.*

- B. Knowledge of, and skill in assigning or reviewing tasks, setting work schedules, and evaluating completed work.
- C. Skill and ability to (1) calculate fractions, decimals and percentages; (2) organize work efficiently; (3) provide courteous customer service; (4) prepare and market promotional materials; (5) handle complaints and conflicts; (6) organize and manage multifaceted aquatic work programs and specialized projects; (7) resolve disputes; and (8) perform First Aid, cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED).
- D. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include applying principles to solve practical problems; preparing and managing budgets; ordering supplies and services; managing program activities for an aquatic facility (e.g., swim meets, private parties, lifeguard certifications).
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, at times, be convinced or persuaded. Examples include reading and preparing routine reports and correspondence; presenting information to groups of people and responding and resolving issues and complaints from the public.
- F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships, working as a member or a leader of a team.
- G. Skill in operation of (1) general office equipment; (2) specialized aquatic equipment; (3) computer including general office software and (4) specific enterprise software.

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### Minimum Qualifications (MQs:

1. Bachelor's Degree in Parks and Recreation, Recreation Management, Facility Management, Education, Business Administration, Physical Education, Communication, Leisure Services, or any related field.
2. One (1) year of responsible professional aquatic facility experience.
3. An equivalent combination of education and experience may be substituted, which together total five (5) years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required of the position.
5. Contingent upon area of assignment, some positions in this class may require: (a) valid operating license (e.g., county pool operator) as appropriate; (b) First Aid, CPR, and AED certifications; or (c) basic and/or instructor level certifications as related to assignment (e.g., Lifeguarding, Lifeguarding Instructor, Water Safety Instructor, Pool Operator).

Working Conditions:

Works inside and outside an assigned aquatic facility which operates seven days per week.

Works extended hours, evenings, weekends and holidays. Responds to emergency situations as required. Incumbents in this class must frequently remain in a stationary position, operate motor vehicles, communicate and exchange information with internal staff and the public, be able to see for short and long distances, and occasionally lift equipment and other items weighting up to 49 pounds. On-call 24 hours a day. Considerable pressure to meet deadlines.