

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Aquatics Facility Manager

GRADE: 24

DATE: 5/28/2024

SERIES: Park and Recreation Management

CODE: 1874

EEO: Professional

FLSA: Exempt

Class Definition:

Under direction, performs varied professional recreational aquatics management work in managing the operations and programming activities of a year-round indoor aquatic facility and may have responsibility for managing at least one seasonal/outdoor aquatic facility such as a splash park. Incumbents have full responsibility for standard, recurring assignments involved in managing the operations of an aquatic facility including maintenance and program administration. Work involves responsibilities in the provision of effective facility and program management planning and administrative and maintenance support services, implementing and managing a variety of aquatic programs, including revenue-generating programs tailored to the needs of a diverse community; and performs recruiting, assigning and reviewing work for assigned facility staff. Work, directly and indirectly affects various parts of the Department and the social, economic, and physical well-being of the serviced public; and impacts compliance with requirements and the effectiveness of the aquatic facility management. Ensures adequacy, accuracy, and effectiveness of assigned facility, administrative and maintenance operations, and specialized aquatics programs, activities and events; and develops successful business strategies and methodologies to achieve optimum facility operations. Applies considerable 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 Operations Codes; County-wide aquatic programming and services; pool chemicals management; pool pump room operations and troubleshooting techniques; budget management and procurement; and adapted aquatics principles and practices. Independently performs various types of data, operational, and supervisory related research and analysis to troubleshoot and solve standard and recurring problems or issues. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise, obtain agreement, gain compliance or achieve other desired actions. Performs other duties, as assigned.

Assignments are made in terms of functional responsibilities. Incumbent independently plans the work of the aquatic facilities management and programs and ensures work is carried out in conformance with established policies and procedures and accepted customer service practices; keeps the supervisor informed; resolves problems or deviations referred by subordinates or management by selecting and applying the appropriate guidelines; and brings challenging and sensitive problems to the supervisor for guidance or resolution. Work is expected to be effective – incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

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Examples of Important Duties (Estimated Percentages):

1. Core Functions (±85%)

- Manages the operations and programming activities of a year-round indoor aquatic facility and may be responsible for at least one seasonal/outdoor aquatic facility such as a splash park. Defines operational goals and objectives and establishes operating procedures. Develops, implements and manages revenue generating programs to cover operating expenses, debt services and capital improvement projects. Ensures safety and security of facility and patrons; provides first aid and determines need for emergency personnel. Reports and ensures investigations are completed for accidents. Ensures utility systems are monitored for proper operation; oversees routine maintenance and repair of facility and arranges for major maintenance and repairs. Provides technical assistance in planning new construction, remodeling and expansion of facility; responds to questions or complaints from patrons and evaluates operational policies and initiates changes for improvement. Performs recruiting, assigning and reviewing work, and administrative functions.
- Designs and manages a variety of aquatics activities and programs for a diverse population; regularly meets with citizens, community, user groups and business groups to identify needs, plan programs and answer questions. Coordinates activities with other Commission units and outside government agencies; develops goals, strategies and action plans including coordinating classes, competitions and special events. Schedules staff, facility use and equipment.
- Monitors operations to ensure staff comply with Commission, Federal, State and Local code compliance. Ensures all lifeguards, pool operators, and instructors are certified; and that staff complete reports (e.g., injury, discharge reports); complete pool readings; appropriately store and manage pool chemicals; and perform automated external defibrillator (AED) inspections. Verifies all required training is completed, documented and properly stored. 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, 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.
- Assists in the coordination, implementation and evaluation of a County-wide, comprehensive aquatic program. Monitors revenue and non-revenue programs; recommends improvements to existing programs and identifies best practices.

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- Manages rental activities such as private pool parties, certifications, swimming meets and classes. Initiates and distributes flyers and offers suggestions for internal communication and social media. Effectively interacts with patrons and community groups by responding to complaints.
- Manages operating budget(s) which includes a revenue-producing facility and programs. Prepares annual budget request for facility; controls expenditures in accordance with approved budget and 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. Monitors revenue-producing programs and activities; procures equipment. Solicits bids and price quotes from vendors and contractors; selects best offer and initiates purchase requisitions and check requests. Oversees collection of revenues for class registrations and point-of-sale.
- Oversees preventive and unscheduled maintenance work orders and contracts. Provides technical oversight of operations of mechanical systems (e.g., pump room), proper water chemistry and safe access to and from the facility (snow and ice removal, Americans with Disabilities Act access).

2. Other Duties ($\pm 15\%$)

- Processes and maintains a variety of administrative records to include payroll, employee records and timecards, training reports, cash reports, asset and equipment inventory, financial spreadsheets and monthly revenue reports. Reviews and approves client correspondence, contracts, cancellations and refunds; confirms the preparation and submittal of administrative reports. Ensures control of inventory, accuracy of sales and restocking of supplies.
- Organizes and facilitates special programs in surrounding community; allocates necessary resources (e.g., personnel, budget) necessary for programs. Drives Commission vehicles to exchange information with other facilities and surrounding community groups to identify new aquatic programs, methods and equipment which may be useful. May serve on department committees to share ideas and to complete assignments and projects.
- Provides assistance and general customer service to visitors; greets guests and explains rules, memberships and operations. Ensures reservations of programs and collections of fees.
- Conducts research, visits similar aquatic facilities in the surrounding areas. Attends professional seminars to identify new programs, industry standards and trends which could be useful for the facility.

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Important Worker Characteristics:

A. Considerable 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) County-wide aquatic programming and services; (6) pool chemical management; (7) pool pump room operations and troubleshooting techniques; (8) budget management and procurement; (9) cash handling procedures*; (10) adapted aquatics principles and practices; and (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. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples include applying principles to solve problems with many variables; 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. Two (2) years of responsible professional aquatic facility experience.
3. An equivalent combination of education and experience may be substituted, which together total six (6) 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.