

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

TITLE: Aquatics Regional Manager

GRADE: 28

DATE: 5/28/2024

SERIES: Park and Recreation Management

CODE: 1875

EEO: Professional

FLSA: Exempt

### Class Definition:

Under direction, performs advanced professional aquatics management work in managing the operation and maintenance of two or more simultaneously operating aquatic facilities (facilities that provide services to the public for more than 6 months of a year) or the aquatic feature within a large regional aquatic or multi-generational complex (that may include a seasonal/outdoor pool/splash park). Coordinates, implements and evaluates highly complex and comprehensive aquatic programs for an assigned region. Monitors the management of day-to-day aquatic operations; works with Senior Aquatics Facility Managers and Aquatics Facility Managers at designated aquatics facilities to ensure a safe environment and that each facility is following all Commission, Federal, State, and Local policies, rules, and regulations. Oversees revenue and non-revenue aquatics programming that meets the needs of the community; as well as cash management, processing, recordkeeping and conducts audits. Manages the aquatics programs and policies for the region; and provides recommendations for improvement or implements new policies, as required. Prepares and monitors the annual budget; provides recommendations and justifications for proposed expenditures. Administratively manages all preventive and unscheduled maintenance contracts and support activities. Supervises two or more full-time career employees, including intermittent, seasonal staff at assigned aquatics facility or facilities. Work consists of varied activities within the aquatics field, and information on which to act is obtained through investigation, research, tests, extensive calculations or use of standard mathematics, or other means to ensure high accuracy; information must be developed, classified, and analyzed to determine significance. Contacts are within and outside of the Commission (e.g., Maryland Department of Health, County Health Department, Aquatics Facility Managers, Facility Services, Safety and Compliance, outside vendors). Applies comprehensive knowledge of, and skill in, business administration; office practices; 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; Contracting Officer Representative duties, responsibilities and contract management; cash handling; and adapted aquatics principles and practices. Independently performs various types of data, operational, and supervisory related research and analysis to solve difficult, complex and challenging problems. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide, advise and obtain agreement, gain compliance, or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities. Incumbent independently plans the work of the aquatics 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 highly 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. Unit/Staff Supervision ( $\pm 45\%$ )

- Manages operations and maintenance of two or more simultaneously operating aquatics facilities or within a large regional aquatics or multi-generational complex which houses distinct and separate, simultaneously operating programs (i.e., major athletic complex combined with aquatic facility; pool with pro shop) providing recreational and revenue-generating programs and events for the community. Defines operational goals and objectives, establishes operating procedures, recommends and implements actions to improve daily operations, evaluates operational policies and initiates changes for improvement. Develops, implements and manages revenue generating programs and facilities to cover operating expenses, debt services and Capital Improvement Projects; reviews reports and drives Commission vehicles to conduct frequent inspections and to monitor day-to-day operations and programs of assigned facilities. Oversees preparations for activities and programs; sets guidelines. Coordinates registration system for programs. Oversees monitoring of utility systems to ensure proper operation; supervises staff in routine maintenance and repair of facility or arranges for major maintenance and repairs. Provides technical support in planning new construction, remodeling and expansion of facility. Investigates and responds to complaints involving highly sensitive issues and problems; ensures safety and security of building and patrons. Reports and confirms investigations of accidents; gives first aid and determines need for emergency personnel.
- Performs a full range of supervisory human resource (HR) administrative and management functions for assigned staff. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains, certifies, and develops staff or ensures staff training and development are provided; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations; and evaluates performance.

#### 2. Quality Assurance/Quality Control Related ( $\pm 40\%$ )

- Manages and coordinates a wide variety of aquatics programs and activities. Defines goals and objectives; plans, researches and sets program standards; and regularly evaluates programs to assess and report on program effectiveness and accomplishment of goals and objectives. Develops and manages a variety of specialized aquatics programs and Commission-sponsored community activities; allocates staff and resources to accomplish program goals. Develops, plans, organizes and coordinates specialized programs and activities based upon research and information gathered; recommends and monitors program fees. Meets with citizens, community and business groups to identify needs, plan programs, and answer questions about facility programs.

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- Supervises assigned career staff that oversees intermittent staff in all aspects of services to include updating the rate card to reflect market rates for all aspects of events, conducting research on market rates, and developing packages for various ongoing events in the venues (i.e., swim meets). Covers all services with fees charged back to clients in order to stay self-sustaining. Monitors procurement and payment processes; follows Commission policies and procedures when dealing with all aspects of contracts, invoicing and payment rendering. Ensures records are maintained on past events, and that a log is kept for financial transactions of every event in a manner that is acceptable for audit purposes; responsible for working with facility managers and other cross-functional teams to secure equipment and coordinate setups for contracted events to include competitions and various other events which are held throughout the facility. Oversees the coordination and scheduling of events.
- Manages and coordinates operating budget(s) which includes revenue-producing programs; prepares annual budget request for assigned aquatics facilities. 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. Monitors significant and complex revenue-producing programs and activities; procures equipment. Solicits bids and price quotes from vendors and contractors; awards contracts and initiates purchase requisitions and check requests. Oversees collection of revenue for class registrations, rentals and point-of-sale items; manages purchase cards and allocates transactions to appropriate accounts. Manages vendor contracts and ensures that the work is completed.
- Oversees lifeguard and instructor training courses for assigned facilities; such as Lifeguarding/CPR/AED and First Aid, Certified Pool Operator, Lifeguarding Instructor, Water Safety Instructor. May also 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.
- Ensures a safe environment for assigned aquatic facilities/complex to include Commission, Federal, State and Local code compliance. Ensures employee training/certification is completed on-time, documented, and properly stored. Ensures the timely and accurate completion of required documents (e.g., injury reports, pool readings, pool chemical storage and management, discharge reports, automated external defibrillator inspections). Oversees compliance audits for the County; i.e., Maryland Department of Health and Mental Hygiene.
- Coordinates, implements, and evaluates County-wide comprehensive aquatic programs, including but not limited to, water safety and water fitness. Oversees aquatic programming that meets the needs of the community and develops or recommends new programming activities. Initiates marketing techniques to promote the facilities/complex aquatic programs, and effectively interacts with citizens and community groups.

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- Ensures proper cash handling procedures are followed, deposits are completed daily, and fiscal records are properly stored and maintained. Develops and implements the budget; monitors facility budgets, assists with major facility purchases, and with managing vendor contracts for services. Prepares and monitors the annual budget; provides recommendations and justifications for proposed expenditures. Ensures revenue generating programs are offered and within cost recovery expectations.
- Responsible for the administrative oversight of all preventive and unscheduled maintenance of aquatic facilities/complex (i.e., operations of mechanical systems, such as pump room); ensures proper water chemistry and safe access to and from the facility (snow and ice removal, Americans with Disabilities Act access). Provides specialized aquatic technical knowledge in the planning of new construction, remodeling and facility expansion.
- Ensures all aquatic facilities/complex have adequate inventory, and ensures purchase orders are processed timely and accurately, and inventory control measures are effective.

### **3. Other Duties (±15%)**

- Supervises processing and maintenance of 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 promptly. Oversees preparation and submittal of administrative reports, control of inventory; manages information for division-wide reports.
- Designs and develops marketing strategies in conjunction with marketing staff to publicize facility services and promote attendance; provides community outreach in coordinating and advertising programs to market facility services and promote attendance. Oversees the management and updates of webpage for timely and accurate information of programs, classes, events, services and hours of operation; directs others or writes articles, newsletters, news releases, flyers, and advertisements. Directs others or prepares posters, signs, calendars, and other marketing materials and graphics; distributes materials to graphics shop and checks work. Sends promotional materials to news media, individuals and interested groups.
- Performs special project work in surrounding community on behalf of supervisor; conducts research and exchanges information with other facilities and surrounding community groups to identify new aquatic programs, methods and equipment which might be useful for facilities. Serves on divisional and departmental committees to share ideas and to complete assignments and projects.

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- Networks and reaches out to external user groups, conducts research, visits similar aquatic facilities in the surrounding areas. Attends conferences to identify new industry standards and trends.

### Important Worker Characteristics:

- A. Comprehensive knowledge of, and skill in (1) business administration; (2) office practices; (3) safety and health regulations; (4) National Certified Pool Operator training and certification requirements and audit guidelines; (5) Federal, State, and Local Pool Operations Codes; (6) County-wide aquatic programming and services; (7) pool chemicals management; (8) pool pump room operations and troubleshooting techniques; (9) budget management; (10) Contracting Officer Representative duties, responsibilities and contract management; (11) cash handling; (12) adapted aquatics principles and practices; and (13) Commission organization, policies and procedures\*.

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

- B. Knowledge of, and skill in, (1) planning, assigning, and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees at the first level of supervision; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.
- 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 that require contributions of multiple employees at different locations; (7) resolve disputes; and (8) perform First Aid, cardiopulmonary resuscitation (CPR) and automated external defibrillator (ARD).
- D. Considerable 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 complex problems with many variables; preparing, executing and managing multiple budgets; ordering supplies and services; and developing and implementing detailed plans and policies.
- 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, in some situations, agree, comply or take other desired actions. This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs of others, and in communicating effectively to obtain agreement, compliance or other desired results. Examples include reading and writing technical reports and correspondence; (4) presenting information to groups of people and resolving issues and complaints from the public.

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- F. Interpersonal skills to interact effectively 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 and mediating disputes.
- G. Skill in operation of (1) general office equipment; (2) specialized aquatic equipment; (3) computer including general office software and (4) specific enterprise software.

### **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. Four (4) years of progressively responsible professional aquatic facility experience, with at least one (1) year as supervisor of a program or aquatics facility.
- 3. An equivalent combination of education and experience may be substituted, which together total eight (8) 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, 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.