



City of Klamath Falls

Position Description

Position: Pool Manager	Group: Non-represented
Department: Public Works / Parks & Pool	FLSA: Exempt
Evaluated by: Parks Community Relations Manager & Urban Forester	Salary Grade: 120

Summary

Under the supervision of the Parks Community Relations Manager & Urban Forester, the Pool Manager is responsible for performing various management responsibilities in relation to the smooth day-to-day operation of the City Pool and contributing to the development of the division's budget; program management; and building strong relationships with the community. The employee in this position carries out supervisory responsibilities in accordance with the City's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, directing work, evaluating performance, and disciplining employees; addressing complaints and resolving problems. Position is subject to varied schedules; weekend work is required. The position works independently and within a team environment, exercises discretion and good judgment and represents the City in a pleasant, diplomatic and helpful manner.

Distinguishing Career Features

The Pool Manager is the senior and master-level supervisory position, accountable for the efficient and effective operations of the Ella Redkey Municipal Pool. Advancement to this position requires compliance with the education, certifications, and qualifications of the position and a demonstrated ability to integrate operations, supervision, and administration.

Essential Duties and Responsibilities

- Manage staff which includes planning, directing, and assigning duties for daily operations of the facility and programming.
- Represent the City for facility-related meetings and functions.
- Oversee scheduling and management of the Ella Redkey Pool.
- Prepare and maintain biannual Ella Redkey Pool budget which includes forecasts for staffing, materials, services, pool maintenance, and equipment.
- Monitors and administers approved Ella Redkey Pool budget.
- Oversee, coordinate, and assist with Ella Redkey Pool facility maintenance, repairs, remodels and capital improvement.
- Oversee staff scheduling, training, and time reporting.
- Work with recreation and service contractors.

- Design and implement facility activity programs.
- Plan, implement, and monitor state and federal safety program mandates.
- Coordinate risk management efforts for the pool facility; act as safety coordinator.
- Responsible for all aquatic programming including swim lessons, certifications, and special events within the aquatic facility.
- Manage conflict resolution and problem-solving efforts that arise with patrons and staff.
- Create a safe, positive and enjoyable environment through enforcement of policies, rules, and regulations governing the conduct of staff and patrons using the pool.
- Provide emergency care and treatment as needed.
- Demonstrate professionalism at all times; especially in punctuality, responsibility, personal appearance, respectful communication, and customer service.
- Prepare required paperwork to include regular written communication such as monthly and annual reports; financial and participation reports; equipment inventory as needed; and incident/accident reports.
- Establish and maintain cooperative and effective working relationships with the staff, patrons, community, schools, news media and key organizations
- Maintain/monitor the facility, including pool deck, grounds, locker rooms, parking lot areas, cashier's booth, concessions, and merchandise
- Create, encourage, and support development opportunities for staff, including training programs, and individual mentoring
- Perform lifeguard duties, water instruction, coaching, fitness and aquatic exercise instruction and cashiering operations as needed
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires knowledge of practices, procedures, standards, and techniques used in programs and development of a Municipal Swimming Pool; applicable City, County, state and federal codes, ordinances, requirements, regulations and safety precautions as pertain to assigned area. Requires knowledge of pool safety rules and regulations including lifeguarding and equipment for patron safety and rescue; facility emergency action plan and procedures; water quality standards, testing, and adjusting; competitive swim strokes; handling money, cash register, office equipment, and phone system. Requires knowledge of principles of public administration, accounting, planning, and marketing to include techniques, standards and procedures involved in the development and implementation of concessionary activities and other revenue-generating functions. Must know and understand modern practices and principles of creating and maintaining a budget. Must know and understand modern practices and principles of supervision and leadership. Requires skills and knowledge to participate in the design, development and implementation of construction, alteration and installation projects for the Ella Redkey Pool. Requires well-developed human relations skills, sufficient to communicate technical concepts to others, facilitate small group processes on technical matters, resolve conflict,

and deal with organizations and individuals inside and outside of the City. Requires professional communications and public relations as representative of the City. Microsoft Office and other software skills and knowledge required to operate the pool.

▪ **Abilities**

Requires the ability to plan, organize and direct operations and activities of the Ella Redkey Pool; coordinate personnel, communications, and information to meet City needs and assure smooth and efficient activities. Must be able to read, interpret, apply and explain documents in the English language, such as safety rules, regulations, policies and procedure manuals; write, in English, routine reports and correspondence; add, subtract, multiply, and divide using whole numbers; apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations; and handle routine and emergency situations with speed and accuracy. Must be able to supervise, train, and evaluate the performance of staff in a manner that encourages teamwork, high morale, and efficiency. Requires ability to work independently, operate a computer and assigned office equipment and software.

▪ **Physical Abilities**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Incumbent must be able to work in the outdoors and in an office environment. While performing the duties of this job, the employee must be able to sit, stand, walk; swim and perform related duties in the water; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee frequently is required to climb or balance. Requires sufficient hand-eye-arm coordination to use a keyboard and basic metering tools. Requires auditory ability to carry on conversations over the phone and in person. Requires visual acuity to include close and distance vision and the ability to adjust focus. Requires ability to visually access multiple situations in rapid succession while surveying a crowded swimming pool and make the appropriate decisions for response. The employee must regularly lift and/or move up to 50 pounds on land and 250 pounds in the water.

▪ **Education and Experience**

BS/BA in Recreation or Physical Education and two years of experience with demonstrated skill in organizing and implementing leisure activities. Equivalent work experience may be substituted for education. Two years of relevant experience must include: 1) experience in developing aquatic and recreational programs, 2) customer service training and experience; and 3) training in management and supervisory techniques; and 4) experience providing swim lessons, water aerobics lessons, master's swim lessons, or water polo instruction.

Preferred: Five years' experience in pool management. BS/BA in Recreation or Physical Education may substitute for some experience.

▪ **Licenses and Certificates**

- **Required or completed within six-months of hire date:**
 - Lifeguarding Certification
 - CPR/AED/First Aid Certification
 - Bloodborne Pathogen Training
 - Lifeguard Instructor Certification (LGI)
 - Certified Pool Operator (CPO) Certification or Aquatic Facility Operator (AFO)
 - Group Exercise or Aquatic Exercise Instructor Certification
 - Water Safety Instructor (WSI) or other National Lesson Instruction Certification
 - Applicable licenses and/or certifications will be taken into consideration

- **Working Conditions**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee mainly works at an outdoor swimming pool exposed to weather conditions, variable temperatures, exposed to fumes or airborne particles and toxic or caustic chemicals. The employee is exposed to wet and/or humid conditions, extreme heat, risk of electrical shock, and vibration. The noise level in the work environment ranges from quiet to loud. An employee in this position must withstand exposure to variable weather conditions.

- **Pre-Employment**

Job offers for this position are contingent upon the individual passing a pre-employment drug screen, background check and verification of all required certificates.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.