

RECREATION AQUATICS MANAGER

Position Purpose:

The purpose of this position is to provide leadership, management, and strategic oversight, programs, personnel, and operations of the Town's aquatic facilities at the Atkinson Pool in Sudbury. The Aquatics Manager assists in the development and monitoring of all aquatics services and serves as the operational leader of the aquatics division. The position oversees Aquatics Supervisors, the Head Lifeguard, lifeguards, swim instructors, and seasonal staff; manages aquatic programming, facility maintenance planning, vendor relationships, contracts, budgets, and customer service initiatives; and ensures compliance with all applicable local, state, and federal regulations. The Aquatics Manager also assists in the development and monitoring of the aquatics operating budget and revenue goals. Performs all other related work as required. Involves evening, weekend, and holiday work.

Supervision:

Supervision Scope: Performs highly responsible administrative, operational, and supervisory work requiring considerable independent judgment, initiative, and decision-making.

Supervision Received: Works under the direction of the Health and Community Services Director and Assistant Recreation Director.

Supervision Given: Directly supervises Aquatics Supervisors, Head Lifeguard, lifeguards, swim instructors, and seasonal aquatic personnel. Participates in training, scheduling, and evaluation. In coordination with the Director of Health and Community Services, evaluates, hires and disciplines staff in accordance with established policies and procedures.

Job Environment:

Work is performed in aquatic facilities, mechanical and pump room environments, and general office conditions. The employee regularly works in and around aquatic facilities and may be exposed to pool chemicals, mechanical equipment, varying temperatures, humidity, and other environmental conditions associated with aquatic operations. Operates aquatics equipment, swim meet timing systems, computers, printers, copiers, and other standard office equipment; may operate a motor vehicle in the performance of duties.

The position requires frequent contact with patrons, staff, vendors, contractors, community organizations, and Town departments. Has regular interaction with the general public, including children and adults, requiring a high degree of professionalism, patience, tact, discretion, and customer service. Contacts are primarily in person and electronic communication and involves discussions related to aquatic safety, facility operations, maintenance activities, programs policies, procedures, customer service issues and regulatory compliance.

Errors in judgment may result in safety risks to patrons and staff, financial losses, equipment damage, regulatory violations, reduced service levels, or adverse public relations for the Department and Town. Access to confidential information may include personnel, financial, membership, and contractual records.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position).

Under the direction of the Director of Health and Community Services and the Recreation Aquatics Manager:

Provides leadership and operational oversight for all aquatic facilities, programs, personnel, and services in the Aquatics division of Park and Recreation.

Develops and monitors aquatic operating budgets, revenues, expenditures, memberships, rentals, and contracts.

Oversees Aquatics Supervisors, Head Lifeguard, and all aquatics staff. This includes but is not limited to: lifeguards, instructors and seasonal aquatics staff.

Develops staffing plans, schedules, training programs, facility protocols, aquatics policies and performance evaluations.

Develops, evaluates, and expands aquatic programming to meet community needs and revenue goals.

Coordinates procurement activities, vendor relationships, and contract administration in accordance with Town policies and applicable Massachusetts procurement and municipal finance laws. Assists with the preparation of bid specifications, requests for quotes, vendor evaluations, contract monitoring, and purchasing activities to ensure compliance, fiscal responsibility, and effective service delivery.

Develops and oversees preventative maintenance plans and coordinates facility repairs, renovations, and capital improvement projects. Collaborates with the Facilities Department, pool service contractors, engineers, and other vendors to assess facility needs, prioritize maintenance activities, manage project implementation, and ensure aquatic facilities remain safe, compliant, and operational.

Provides oversight of aquatic facility operations to ensure compliance with all applicable local, state, and federal safety standards, regulations, and Department of Public Health requirements. Establishes operational expectations, monitors compliance, and implements corrective actions as needed.

Oversees pool water quality management programs, including chemical testing protocols, regulatory reporting requirements, and corrective action procedures. Reviews operational data and works with Aquatics Supervisors to address variances and ensure regulatory compliance.

Provides leadership and oversight for the operation and maintenance of aquatic facility systems, including filtration equipment, water quality systems, air handling systems, boilers, and other mechanical infrastructure. Collaborates with Aquatics Supervisors, Facilities Department staff, and contractors to identify, prioritize, and resolve operational issues.

Establishes and maintains standards for aquatic program administration, recordkeeping, inventory management, and registration systems. Oversees the accuracy and organization of program records, equipment inventories, chemical inventories, certifications, and registration data.

Evaluates the effectiveness, participation, and financial performance of aquatic programs and services. Provides strategic direction for program development, marketing, scheduling, and expansion to meet community needs and departmental goals.

Provides leadership and oversight for aquatic staff training and professional development programs, including lifeguard in-service training, emergency response preparedness, risk management, and regulatory compliance training. Ensures staff maintain required certifications and competencies. Serves as the lead coordinator for aquatic emergencies, facility closures, incident response and implementation of emergency action plans.

Investigates and oversees the resolution of significant incidents, complaints, customer service concerns, operational issues, and risk management matters. Recommends policy, procedural, or operational changes to improve safety, efficiency, and customer satisfaction.

Exercises independent judgment in managing aquatic operations and personnel. Identifies emerging operational, safety, financial, and policy issues and advises the Health and Community Director and Assistant Director of Park, Recreation on matters requiring strategic direction or administrative action.

Acts on behalf of the Health and Community Service Director and Assistant Director of Parks and Recreation regarding aquatics operations, personnel management, facility issues, budget administration, vendor coordination, and program delivery as assigned.

Recommended Minimum Qualifications:

Education, Training and Experience:

Typical qualifications for this position include an Associate's degree or higher in Recreation or a closely related field; and three years of experience managing an aquatic facility, or any equivalent combination of education and experience.

Special Requirements:

- Certified Pool Operator (CPO) required.
- CPR for the Professional Rescuer (CPR-PR) with automated external defibrillator (AED) C P R/AED, and First Aid required.
- Lifeguard Certification Required.
- Aquatic Facility Operator (AFO) preferred.
- MyRec Recreation Management Software experience preferred.

Possession of a valid motor vehicle operator's license.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of aquatic facility operations, pool chemistry, water quality management, filtration systems, aquatic risk management, budgeting, procurement, vendor management, and personnel supervision. Thorough knowledge of Commonwealth of Massachusetts Department of Public Health regulations governing public and semi-public swimming pools, including 105 CMR 435.00 and other applicable local, state, and federal laws, regulations, and standards. Knowledge of municipal government operations, public sector administration, and customer service principles as they relate to aquatic management.

Knowledge of principles and practices associated with aquatic facility management, personnel supervision, staff development, employee training, customer service, recreation programming, and public sector administration. Knowledge of municipal budgeting, revenue management, procurement practices, contract administration, and vendor management. Knowledge of current trends and best practices in aquatic safety, recreation programming, facility maintenance, and risk reduction.

Ability: Ability to provide leadership and direction to supervisory, seasonal, and part-time staff while fostering a positive, customer-focused work environment. Ability to develop, implement, and evaluate aquatic programs, operational procedures, maintenance plans, and staffing strategies. Ability to analyze operational, financial, and programmatic data and make informed decisions to improve efficiency, safety, and service delivery.

Ability to communicate effectively and professionally with patrons, staff, vendors, contractors, elected and appointed officials, and other Town departments. Ability to establish and maintain effective working relationships with diverse stakeholders and resolve conflicts in a fair, tactful, and diplomatic manner. Ability to interpret and apply regulations, policies, contracts, and technical information related to aquatic facility operations. Ability to manage multiple projects and priorities simultaneously while exercising sound judgment and independent decision-making.

Ability to respond effectively to emergencies and oversee emergency response procedures. Ability to perform water lifesaving techniques when necessary and maintain required aquatic certifications.

Skill: Strong leadership, organizational, personnel management, customer service, and public relations skills. Strong skills in budget monitoring, contract administration, procurement coordination, project management, and operational planning. Excellent oral and written communication skills, including the ability to prepare reports, correspondence, policies, and presentations.

Proficiency in the use of registration software, word processing, spreadsheet, budgeting, and reporting applications. Skill in evaluating aquatic programs, managing facility operations, and coordinating maintenance activities with Facilities Department staff and outside contractors. Skill in fostering a culture of safety, accountability, teamwork, and continuous improvement within an aquatic facility environment.

Physical Requirements:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must maintain the physical ability to perform all lifeguarding, water rescue, first aid, CPR, and emergency response functions required by applicable. Regularly required to stand, walk, sit, hear, speak, crouch, stoop, and lift equipment and supplies weighing up to 60 pounds. May spend a significant portion of shift standing and/or walking. Vision and hearing at or correctable to normal ranges. Communicates verbally and in writing.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)