



# SQUAMISH

HARDWIRED *for* ADVENTURE

## External Job Posting

<b>Position:</b>	<b>Recreation Program Coordinator - Aquatics</b>
<b>Status:</b>	Temporary Full Time (anticipated end date September 30, 2020)
<b>Department:</b>	Recreation Services - Aquatics
<b>Posting Date:</b>	September 30, 2019
<b>Closing Date:</b>	October 15, 2019

## GENERAL SUMMARY

Under the supervision of the Recreation Program Specialist, the Recreation Program Coordinator plans, coordinates, supervises, promotes and evaluates public recreation programs. Recreation Program Coordinators cover a seven day a week operation, ensuring Recreation programs run smoothly and exceed customers' expectations.

## KEY RESPONSIBILITIES

### Customer Service

- Contributes to the success of our team, creation of our community, and delivering outstanding customer service internally and externally by fostering the District of Squamish corporate values in their work: thinking beyond today, working together, acting with courage and enthusiasm, doing the right thing, and striving to do better every day.
- Follows the District of Squamish's Customer Service Guidelines to ensure the Delivery of Outstanding Service.
- Assists with customer feedback management by:
  - Monitoring customer concerns and needs,
  - Ensuring reports and data findings are properly tracked and assigned appropriate action, and
  - Collecting written and anecdotal feedback from participants and parents to assist in the evaluation and effectiveness of current programming.

### Recreation Program Coordination

- Directs assigned segments of recreation programs:
  - Plans, promotes, organizes, schedules and supervises these activities in cooperation with other Recreation Department activities to avoid conflicts and provide consistent service to the public.
- Participates in recommending suitable program instructor candidates for employment.
- Participates in the supervision, training, and evaluation of program staff.
- Coaches and provides feedback to staff on the delivery of programs.
- Leads, monitors, and instructs various activities on an occasional basis.
- Performs a variety of record keeping and administrative duties in a computerized environment.
- Enforces facility regulations consistently and tactfully with users.
- Ensures that day-to-day operations conforms with District of Squamish policy guidelines, provincial health standards, and operational procedures.
- Works in conjunction with staff to maintain a clean and safe facility.
- Ensures program and maintenance schedules do not conflict.
- Works with the Marketing and Communications Specialist to market current and new programs.
- Liaises with community groups before, during, and after events.
- Assists in the coordination and monitoring of event timelines, equipment, and required facilities.
- Facilitates communication between DOS and community groups.
- Works cooperatively with the Recreation Booking & Office Coordinators or Customer Service Supervisor in the scheduling of community programs and events.
- Supports and/or leads recreation based projects.
- Engages community members and groups to receive input on programs or initiatives.
- Performs customer service duties including cash handling to facilitate program scheduling.
- Performs other duties as assigned.
- Monitors pool and related activities of patrons and enforces safety regulations to standards established by DOS and all regulating bodies



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## REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- Excellent interpersonal and communications skills and ability to deal with people in a professional manner.
- Knowledge of the philosophy behind and the objectives of the delivery of community recreation programs.
- Knowledge of the basic rules and regulations of a variety of games, sports, cultural programs, and general recreation programs.
- Knowledge of the fundamentals and psychology of teaching programs and activities for different ages.
- Knowledge of the principles of Physical Literacy and how it relates to recreation program delivery.
- Ability to communicate effectively, verbally and in writing.
- Ability to establish and maintain a positive and cooperative relationship with staff and public.
- Knowledge of the policies of the Recreation Services Department.
- Good organizational skills.
- Ability to supervise Program Instructors, volunteers, and staff.
- Strong knowledge and ability to use current computer technology.
- Extensive knowledge of the rules and regulations governing public safety in a swimming pool and District standards for proper guarding and instruction methods and procedures
- Extensive knowledge of aquatic and first aid instruction techniques and applications including specialized areas of instruction
- Physical conditioning and ability sufficient to ensure strength and stamina in the water
- Extensive knowledge of pool chemistry, water filtration, chlorination, heating and related pool equipment procedures

## REQUIRED TRAINING, EDUCATION AND EXPERIENCE

- An original Police Information Check, including Vulnerable Sector Check issued within the past 6 months that is satisfactory to the employer will be required before starting in the position.
- Grade 12
- Bondable
- Valid BC Drivers License "Class 5".
- Ability to acquire a BC License "Class 4".
- A Diploma or Degree in Recreation Administration or a related field.
- Minimum 3 years experience in recreation programming.
- Current National Lifeguard Certificate (Pool Option)
- Current Water Safety Instructor Certificate
- Current Standard First Aid/CPR C Certificate
- Current Lifesaving Instructor Certificate
- Current Pool Operators Level II Certificate
- Red Cross Water Safety Instructor Trainer
- Lifesaving Society First Aid/CPR/AED Instructor
- National Lifeguard Instructor

### Desired Certifications:

- Lifesaving Society Instructor Trainer
- Aquafit
- Lifesaving Society Head Lifeguard Instructor
- Or other advanced aquatic training / certification

### OR

- An equivalent combination of education, training, and experience.

*Possession of all of the required training, education and experience as listed above is required; however, those applicants who do not meet these minimum requirements may be considered if no qualified applicants apply.*

### Hours of Work:

40 hours per week, 5 consecutive days. Exact shift times and days will vary. Current shifts will occur within the hours of 7am- 10:30pm Sunday through Saturday. Some evening and weekend work required.

See Article 13.02(j).



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**Salary:** \$30.85 per hour

This is a Union position within the Collective Agreement of CUPE Local 2269 and the District of Squamish.

**Direct Your Application INCLUDING your valid certificates as listed above, to:**

**Competition #19-63**

Human Resources, District of Squamish

37955 Second Avenue, P.O. Box 310, Squamish, B.C., V8B 0A3 E-mail: [jobs@squamish.ca](mailto:jobs@squamish.ca)