



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

BILLINGS FAMILY YMCA JOB DESCRIPTION

Job Title: Aquatics Coordinator

FLSA Status: Full Time Non-Exempt

Revision Date: 4/17/2024

Reports to: Aquatic Director

POSITION SUMMARY: Under the direction of Aquatics Director, the Aquatic Coordinator will supervise and manage Swim Lesson operations, Life Guard operations as well as assist Aquatic Director in general management of the aquatic department, ensuring quality programs while maintaining safety standards that meet department guidelines and goals, ensuring quality member services.

ESSENTIAL FUNCTIONS:

1. Manage swim lessons operations. Train, schedule, supervise and evaluate swim instructors. Assist to ensure the aquatic team is held to the highest standards of safety, efficiency and quality customer service. Serves as a member of YMCA management team, establishing plans for expansion of programs and services to support the overall objectives of the YMCA.
2. Responsible for producing and managing the employee's schedule, available to fill vacant shifts to maintain smooth aquatic operations. Assist the Aquatic Director to manage all staffing certification needs insuring that all staff remains current. Insure that all aquatic staff is properly trained and aware of medical emergency procedures, includes managing First Aid kits, ice packs, etc.
3. Assist the Aquatics Director to develop and direct member engagement strategies of the highest quality to support YMCA mission and goals. Implement and direct promotional, recruitment and retention strategies for new and existing members.
4. In conjunction with Aquatics Director, assist to oversee internal marketing and communication efforts to maximize enrollments and program participation. Responsible for collaborating with department directors to promote participation and education regarding the benefits of aquatic programs offered.
5. Assists in developing the annual department budget to support YMCA financial objectives, manage and implement the approved budget and take appropriate action to correct variances.
6. Analyze and produce statistical and financial data and use standard business mathematics to produce necessary department reports, determine pricing, and manage other necessary departmental systems.

7. Recruit and retain necessary volunteers to support department requirements.
8. Serve in a lead capacity for assigned community events and functions.

CORE COMPETENCIES (ALL STAFF):

CUSTOMER SERVICE

- Always have a friendly, helpful attitude and wear a smile.
- Take initiative to greet and assist all members, potential members, program participants and volunteers in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
- Work daily to develop personal and meaningful relationships with members, volunteers, donors and others. Strive to understand individual's goals and interests to enrich their YMCA experience by introducing them to new programs, staff, members and volunteer activities.
- Actively listen, reflect and respond to member questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.
- Embrace new approaches and discover ideas to create a better member experience.

MISSION ADVANCEMENT

- A willingness to commit to the mission of the YMCA. Demonstrate a desire to serve others and fulfill community needs.
- Is familiar with and able to articulate the mission statement, areas of focus and core values of the YMCA with people of all ages and backgrounds. Models the core values of caring, honesty, respect and responsibility while working and communicating with members, program participants, volunteers and other staff members.
- Be knowledgeable and supportive of the YMCA annual support campaign.
- Be informed about volunteer opportunities.
- Speak enthusiastically on behalf of the YMCA publicly and at given opportunities.

TEAMWORK

- Ability to establish and maintain harmonious relationships with staff members in all departments.
- Seeks every opportunity to encourage, motivate and thank fellow staff members for their work. Completes S.T.A.R. slips to thank and recognize a job well done by others.
- Be knowledgeable about YMCA programs. This includes being familiar with all current program guide information, upcoming events and other special activities.
- Keeps up to date all internal communication.

OPERATIONAL EFFECTIVENESS/SAFETY

- Be dressed in appropriate attire and wear nametag at all times. Consistently perform duties in a safe and conscientious manner.
- Follow and enforce all YMCA procedures and policies, including those related to: personnel guidelines, medical and disciplinary situations, child abuse prevention, safety guidelines, facility access procedures, membership policies and emergencies. Complete Incident Report Forms as required.
- Be knowledgeable of all current Emergency Action Plans and carry out plans as necessary.

- Maintain a clean and safe YMCA. Take initiative to clean up/repair areas. Complete Maintenance Request forms as needed. Report safety issues to the appropriate supervisor.
- Attend and remain current on all mandatory trainings and staff meetings.

QUALIFICATIONS:

1. A bachelor's degree in Physical Education, Human Services, related field or experience equivalent.
2. Minimum one year's management experience in a YMCA or related non-profit organization.
3. Ability to direct assigned operations including volunteer development, supervision of staff, development and monitoring of budgets, marketing and public relations, and program development.
4. Ability to effectively use a computer and various software packages for word processing, research, budgeting, and all program related data requirements.
5. Required certifications: CPR for the Professional Rescuer, First Aid, AED, current Lifeguard certifications (YMCA Preferred), YMCA Lifeguard Instructor within two years. YMCA Swim lesson Instructor within 1 years.
6. Certified Pool Operator within a year.

PHYSICAL DEMANDS:

1. Ability to perform all physical aspects of the position; including walking, standing, bending, reaching, lifting or sitting, maintaining alertness for several hours at a time. Must be a strong swimmer.
2. Ability to thrive in a fast paced environment with the unique challenges of a non-profit community service organization.
3. Ability to work irregular work hours including split shifts, evenings and weekends as program requires as well complete CDL shifts as necessary.
4. Excellent verbal and written communication skills.
6. Ability to interact with a diversity of people and various levels of personnel using sound judgment on ambiguous issues.
7. Ability to handle multiple tasks simultaneously.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Directors Signature: _____ **Date:** _____