#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Sport & Aquatics Coordinator

**Job Number:** A-345 | VIP: 1256

**Band:** OPSEU- 7

**Department:** Athletics & Recreation

**Supervisor Title:** Assistant Director, Sport & Student Engagement

**Last Reviewed:**  October 25, 2023

#### **Job Purpose:**

Reporting to the Assistant Director, Sport & Student Engagement, the Sport & Aquatics Coordinator oversees the day-to-day operations of the Sport Centre and the Aquatics Centre, which is coordinated in conjunction with the Assistant Coordinator, Aquatics, to ensure that a high-quality experience is delivered to all visitors.

This position coordinates and supervises the Aquatics and Sports Centre facilities and program operations, involving both the 25m pool and the therapy pool, the climbing wall, and rowing tanks, as well as the delivery of a broad range of aquatics, sport, fitness, and wellness programs to meet the needs of Trent University students, staff/faculty, and community members.

This position contributes ideas to new program development, and makes recommendations on ways to increase program registrations, and support membership sales and retention by ensuring that appropriate and high-quality programming is offered.

This position also supervises and provides leadership to a part-time student staff team, program instructors, personal trainers, and group fitness instructors and is Team Lead to the Assistant Coordinator, Aquatics in the oversight of the Aquatics Centre and aquatic programs.

The Sport & Aquatics Coordinator must be flexible and able to work weekdays (day and evening) and weekend shifts as needed.

#### **Key Activities:**

##### Program Development & Delivery

##### Plans, develops, and implements a range of adult sport and recreation programs that consider the needs of Trent students and the community with a focus on maximizing participation rates, customer satisfaction and retention. This includes but is not limited to personal training, group fitness classes, rock climbing wall, rowing/paddling tank rentals and other customized programs for schools and community sport organizations.

* Implements a range of Lifesaving Society aquatics programs, first aid courses, and aquatics leadership programs for different age groups and abilities, ensuring that they meet the quality standards set out by the Lifesaving Society.
* Oversees all administrative processions for aquatics and the sport centre, including collaboration with other staff, as appropriate, to facilitate program coordination; booking spaces; developing program schedules; marketing; program registration; client accounts; program communications and program evaluation.
* Coordinates the development of rental agreements with external user groups/partners for use of the aquatics and sport centre facilities and ensures that contracts are entered into and kept updated in the recreation management software.
* Contributes to special events and sport tourism opportunities internally and in the larger Peterborough community. Acts as lead for Trent Athletics for external sport tourism opportunities.
* Ensures that all sport and aquatics equipment is inspected, monitored, and maintained in good working order to ensure compliance with prescribed operating and safety standards (working with the service provider, as required). Orders supplies or materials as needed.
* Participates in regular Facility Booking meetings with Athletics staff team to review and problem-solve on any facility booking issues that may arise.
* Provides leadership to the Assistant Coordinator, Aquatics for all responsibilities related to the Aquatics Centre, as well as all other Athletics Department staff to share information that is pertinent to other program areas.
* Oversees first aid supplies for all Athletics Centre programs, including the varsity program, and ensures that first aid kits are monitored and replenished as needed.
* Develops annual budget for the Sport Centre and Aquatics, completes forecasting throughout the fiscal year.

##### Quality Review, Evaluation & Standards

* Conducts program evaluation by monitoring participation rates, retention, and satisfaction of all sport and aquatic programs. Assesses programs and makes recommendations to grow and adapt existing programs to increase registration sales and support retention.
* Leads by example by consistently promoting a positive and professional image and encouraging a welcoming environment and courteous service to every visitor of the Aquatics and Sport Centre.
* Responds in a professional and timely manner to inquiries, complaints, or suggestions from the public, providing effective follow-up as required, adhering to the Athletics Department Customer Service Commitment.
* Working in conjunction with the Communications & Marketing Assistant, contributes ideas to developing aquatics, fitness, and membership promotional materials and Athletics Centre program guide.
* Works with the Assistant Director, Customer Engagement and Operations to ensure all aquatics and sport staff are trained in customer service and are knowledgeable in all program areas to respond to inquiries effectively and promote both program and membership sales.
* Collaboratively, with the Member Services Agents and other program Coordinators, monitors all areas of the Athletics Centre to ensure that exemplary customer service is delivered; addresses any customer service issues that may arise and provides direction and support to part-time student staff as needed. This may occur in the absence of other full-time staff, i.e., early mornings, evenings, and weekends.
* Has regular interaction with members, motivating and encouraging members to meet their fitness and wellness goals.
* Has a strong knowledge of the programs and services offered by the Athletics Centre and responds to inquiries from visitors and the general community.

##### Human Resources

* Oversight of Sport Centre and Aquatics Centre staff recruitment, hiring, training, and ongoing supervision.
* As a Team Lead, provides guidance and oversight to the Assistant Coordinator, Aquatics on all matters related to the successful operation of the Aquatics Centre and aquatics programs.
* Develops comprehensive training and procedural manuals for the Aquatics Centre and Sport Centre and associated programs, with specific emphasis on risk management and ensuring that legislated requirements are met.
* Develops and delivers comprehensive, regular training programs to all Sport Centre staff to ensure that they have the required skills and knowledge to deliver high quality programs, deliver exceptional customer service, and maintain a safe environment. Ensures that appropriate staff certifications are maintained.
* Provides comprehensive and regular in-service training to aquatics staff (lifeguards and swim instructors) monthly and ensures recertification courses are delivered, as needed.
* Develops part-time staff by providing ongoing coaching and performance feedback. Implements corrective action when needed.
* Ensures that an appropriate level of staffing is in place for program delivery and to meet safety requirements.
* Develops staff schedules for all program areas including Assistant Coordinator, Aquatics, Sport Centre Attendants, Personal Trainer, Fitness Instructors, Lifeguarding, and Rock Climbing Wall Instructors.
* Oversees part-time staff and Assistant Coordinator, Aquatics’s payroll entry into VIP.

##### Facility Supervision

* Effectively supervises the day-to-day operations of the Aquatics and Sport Centres, including the 25m pool, therapeutic pool, cardio loft/weight room, rowing tank, rock climbing wall, group fitness classes (inclusive of orientation for new members, personal training programs, and on-the-floor support by qualified staff).
* Monitors program delivery to ensure that high quality and safety of all participants are being addressed. Provides coverage for lifeguards when necessary.
* Provides support and direction to all part-time student staff in all program areas of the Athletics Centre, in collaboration with other Guest Experience Agents. including when administrative staff are not available on weekends and during evenings.
* Supports facility rentals with external and internal (other university department) users to coordinate set-ups, deal with issues arising from bookings (i.e. double bookings, lack of space, etc.), or responding to user group needs/requests. Ensures that appropriate set-up is in place for user groups.
* Completes facility checks on a regular basis and upon opening and closing to ensure a high level of safety and security.
* Ensures that Athletics Centre staff provide first response to emergencies in the Athletics Centre, in the Justin Chiu Stadium, or the grounds outside the Athletics Centre. Works with and provides support to other responders. Follows up on and files incident reports.
* In coordination with the Pool Operator, is responsible for safety and accident prevention through knowledge of and enforcement of applicable legislation. Reports any physical deficiencies to Pool Operator to prevent accidents and ensures that pool is operating within legislated requirements.
* Supervises aquatics staff to ensure that daily water testing of the pool is conducted to meet Public Health requirements, in coordination with the Pool Operator.
* Completes Fire Warden Training and serves in that capacity during emergencies.

#### Education Required:

* Post-Secondary Diploma or Degree (3 year) in Sports Administration, Physical Education/Kinesiology or related field.

#### Experience/Qualifications Required:

* A minimum of three (3) years’ experience in the supervision and delivery of aquatics and sport or recreational programs, including coordination and leadership experience.
* Current National Lifeguard Service Certification, Aquatics Management and/or Assistant Coordinator, Aquatics Certification.
* Additional Current Aquatics certifications, including: Lifesaving Instructor, and Bronze Cross Examiner, Pool Operator Certification etc. is an asset.
* Registration with CanFitPro, or other recognized national certification as a Fitness leader, instructor or Personal Trainer is an asset.
* Demonstrated working knowledge base in exercise and wellness theory and practice.
* Experience as a Head Lifeguard and / or senior administrative experience in an aquatic environment.
* Strong supervisory, interpersonal, and training skills and proven track record of demonstrating initiative and growing program offerings.
* Excellent organizational, time management and planning skills.
* Excellent customer service and conflict resolution skills.
* Ability to be flexible and adapt to changing situations.
* Ability to interact professionally and effectively with all constituencies of the University community, as well as with all external contacts.
* Proficient computer skills in Microsoft Word, Excel, PowerPoint, and experience with recreation management software is an asset.
* Current Standard First Aid & CPR Certification.
* Valid Ontario Driver's license (Class ‘G’ minimum) and access to a vehicle.
* Must be able to work evenings and weekends.
* Criminal Records Check, inclusive of Vulnerable Sectors Check (dated within the last 6 months) will be required as a condition of employment.

#### Supervision:

* Team Lead to the Assistant Coordinator, Aquatics
* 15 Part-Time Student Staff (Sport Centre Attendants, Rock Climbing Wall Instructors, Student Leads)
* 5 – 10 Personal Trainers
* 10 – 15 Fitness Instructors
* 30 – 40 Lifeguards, Swim Instructors, Head Lifeguards, Aquatics & Leadership Course Instructors
* 5 Adult Registered Program Instructors