



RECREATION BUSINESS MANAGER: AQUATICS

COME JOIN OUR TEAM!!!

Be part of the leadership team of a dynamic company with thirty years as trailblazers in the children's recreation business. Atlantis Programs is looking for an effective, hands-on leader and strategic thinker to manage our five aquatics programs and help take us to the next level.

COMPANY PROFILE

From bubbles to butterfly, we teach children 4 months and older how to safely swim in small, fun, and engaging classes. Our program concept includes warm water, excellent instruction, exceptional customer service, teaching aids, equipment and specially developed instructional methods. Since 1986, our classes have taught children the essentials of swimming, how to stay safe in and around water, advanced techniques for competing or eventual life guarding, and everything in between. We also operate Pedalheads Bike Camps, Heroheads Multi-sports Camps and PH Mountain Biking in ten cities in Canada and the US. Please visit our website at www.pedalheads.com/AtlantisSwim

DUTIES

The Aquatics Manager will be self-motivated, organized, and driven to succeed. Throughout various stages of the role, you will be required to balance and prioritize a number of projects simultaneously. You will actively promote Atlantis Programs to families while managing the operations and supervision of the program and a team of 130 instructors and lifeguards.

The Aquatics Manager will report to the Director of Operations and will be responsible for the management of Lesson Supervisors, Instructors and the Staffing Coordinator.

RESPONSIBILITIES

Program Management

- Be responsible for the day to day management of the BC Atlantis program
- Be involved in the strategic development of the business, particularly the swim program
- Implement policies and procedures to maintain the highest quality and safety standards are met
- Ensure the Atlantis Program training program is adhered to by regularly evaluating instructors and providing appropriate feedback
- Conduct and schedule instructor training programs to continuously provide learning opportunities
- Develop and manage operating budgets
- Efficiently manage staff and program schedules to accommodate registration changes

Pool Operations

- Oversee pools, safety, equipment, maintenance, and cleaning activities
- Regularly visit our pools to ensure facilities are running smoothly and correcting any deficiencies
- Ensure facilities are clean and safe
- Ensure that pool procedures and safety standards are being followed and upheld
- Contact vendors for repairs, as needed
- Maintain adequate inventory and upkeep of pool and safety equipment used for our programs.
- Liaise with management staff of our leased and rented facilities

Employee Relations

- Lead and manage the team by being involved at pools, providing mentorship, motivation and support
- Build and maintain positive relationships with Supervisors and Instructors
- Works with the Staffing Coordinator to recruit, interview and hire the best Instructors and Supervisors and ensure the pools are fully staffed

Promotions

- Work collaboratively with Marketing to promote the Atlantis program at events, school presentations, etc
- Provide creative and functional ideas on how we can best promote the Atlantis program in the community and with our current customers
- Ensures Atlantis signage and front of house displays at every pool showcase our programs and educate our customers on all our products and services

Customer Service

- Make improvements and/or enhance the current Atlantis Program to ensure a continued experience for our customers.
- Be willing to go the extra mile to engage customers and provide excellent customer service
- Respond to customer complaints in a timely and professional manner, always aiming to provide an appropriate solution and ensure resolution

Business Development

- Network and connect with partners in the community, continually look for new opportunities to find ways to grow the business

QUALIFICATIONS

The successful candidate will possess or exemplify the following:

- A minimum of 3 year's supervisory or management experience in a recreation or aquatics environment
- Post-secondary education in Physical Education, Sports Recreation, Education, or Business or a related field an asset
- Organizing and instructing experience with children of all ages, preferably in a camp or sporting environment
- Strong communications skills (with both kids and adults)
- Exceptional interpersonal skills to interact and build strong relationships with individuals at all levels
- Be a mature, hands-on and dynamic leader who is enthusiastic and who brings a positive energy
- Must be comfortable with a leading and mentorship role that includes regularly being in the pool teaching, demonstrating and problem-solving
- Must have reliable transportation and be able to travel to areas of responsibility
- Some evening and weekend work will be required

Certifications:

Must have or be willing to obtain (on the job), the following certifications:

- Red Cross Water Safety Instructor
- Lifesaving Society National Lifeguard Pool Option
- CPR/AED Level C and Standard First Aid

HOW TO APPLY

Applicants should send a cover letter outlining how they meet the specific requirements of the position and a resume to: hr@pedalheads.com