

SIKOME AQUATIC FACILITY:

POSITION INFORMATION

TEAM SUPERVISOR – VISITOR SERVICE ATTENDANT

Job Description:

Reporting to the Visitor Services and Revenue Supervisor, this position supervises a team of Visitor Service Attendants in all aspects of job performance and daily operations. In addition to performing all Visitor Service Attendant duties, the following additional supervisor duties are required:

- Provide supervision coverage to Safety Ambassadors when required
- Ensure the delivery of outstanding customer service while maintaining an efficient, professional, clean and safe work environment that meets visitor and staff needs
- Monitor visitors while in the facility to ensure activity is in compliance with the facility conditions of use
- Assist facility staff with visitor complaint/conflict resolution
- Reconcile and consolidate daily revenue, balance floats, prepare bank deposits and cash pickups
- Perform seasonal facility set up and close down requirements which includes: deep cleaning the buildings, physically set up/tear down and store equipment (desks, furniture, tables, computers, concession equipment etc.)
- Order and pickup of required equipment, stock and supplies
- Assist with the staffing plan in conjunction with facility operating schedules.
- Assist with screening, interviewing, completing reference checks, commencements and assigning shifts as required in order to fill seasonal manpower requirements.
- Set up and deliver seasonal orientation and training.
- Coach, monitor and address employee performance and concerns
- Enter and maintain employee records (training, performance, attendance records, payroll information etc.) into appropriate systems as required
- Assist with completion of employee performance agreements
- Track retail and concession inventory
- Perform required OH&S requirements such as completion of facility and vehicle inspections, update safe work procedures, operating procedures, hazard assessments and emergency response plans.
- Troubleshoot and address systems and equipment failures when required.
- Assist with compiling statistical and year end reports
- Perform light maintenance and janitorial duties.
- Various other duties may be assigned

Minimum Qualifications

- High school diploma and one year of related experience including concession operation/food handling experience, supervision, customer service, cash handling using a POS system. Successful completion of the AHS Food Sanitation and Hygiene Course is required.

TEAM SUPERVISOR – SAFETY AMBASSADOR

Job Description

Reporting to the Visitor Services and Revenue Supervisor, this position supervises a team of Safety Ambassadors in all aspects of job performance and daily operations. In addition to performing all Safety Ambassador duties, the following additional supervisor duties are required:

- Safety supervision and education, monitoring visitor activity to ensure compliance with the facility conditions of use and safety requirements.
- Perform water rescues and assistance in emergencies as required within the fenced Sikome Aquatic Facility area (includes grass areas, the beach, along the waterfront, in change rooms, washrooms etc.)
- Provide supervision coverage to Visitor Service Attendants when required
- Ensure the delivery of outstanding customer service while maintaining an efficient, professional, clean and safe work environment
- Perform seasonal facility set up and close down requirements which includes:
Clean the buildings and physically set up/tear down and store equipment (desks, furniture, tables, computers, first aid supplies, life jackets etc.)
- Order and pickup required equipment, stock and supplies
- Assist with developing staffing plans in conjunction with facility operating schedules
- Assist with screening, interviewing, completing reference checks, commencements and assigning shifts as required in order to fill seasonal manpower requirements.
- Set up and deliver seasonal orientation and training.
- Coach, monitor and address employee performance and concerns
- Enter and maintain employee records (training, performance, attendance records, payroll information etc.) into appropriate systems as required
- Assist with completion of employee performance agreements
- Assist with compiling statistical and year end reports
- Perform required O, H&S requirements such as completion of facility and vehicle inspections, update safe work procedures, hazard assessments and emergency response plans.
- Troubleshoot and address systems and equipment failures when required.
- Perform Safety Ambassador duties when required
- Perform light maintenance, janitorial duties and various operational tasks as required
- Various other duties may be assigned

Minimum Qualifications

- High school diploma and experience working in an aquatics environment including a minimum of 24 months lifeguarding experience. National Lifeguard-Pool or National Lifeguard-Waterfront (current within two years) and current CPR-C/AED or CPR-HCP/AED (current within 1 year certification) is required.