

Class Title: Aquatic Operations Administrator

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to oversee operations of City of Hampton aquatic facilities, public beaches, and all aquatic events and activities. This position is responsible for leading operations and expanding aquatic programming, to include aquatic competitions at the state and national levels. This class works under limited administrative supervision from the Department Director, developing and implementing programs within organizational policies and reports major activities to executive level administrators through conferences and reports. Supervises and trains full-time, part-time and seasonal staff.

TYPICAL TASKS

The tasks listed below are representative of the time spent working in this class. Management may assign additional tasks related to the class as necessary.

- Performs duties directly as described below, with or without benefit of other service providers; may also perform duties indirectly within an administrative role, providing compliance oversight of third-party management providers; and/or, any combination of all of the above.
- Manages the daily operations of the City's aquatic facilities and public beaches including Fort Monroe Pool, Hampton Virginia Aquaplex and Splash Park, Buckroe Beach, and any newly developed aquatic areas and ensures that all safety, health, and maintenance protocols are consistently enforced.
- Leads the development of new aquatic facilities and activities, to include recreational boating opportunities.
- Coordinates the maintenance and use of the facilities; enforces rules and regulations to ensure a safe, pleasant environment for patrons; monitors the general activities of patrons to ensure compliance with rules and regulations.
- Recruits and retains a diverse work force; hires, trains, and evaluates personnel; coaches and mentors employees; delegates assignments and determines work priorities; recommends discipline as appropriate.
- Establishes and cultivates community, corporate, inter-departmental, institutional and military partnerships with competitive swim teams and public and private institutional aquatic facility users.
- Partners with the Hampton Convention and Visitor Bureau (CVB) Department in attracting state, regional and national aquatic competitions to Hampton.
- Plans and implements comprehensive water safety, lifeguarding, chemical safety, CPR, first aid, maintenance, standard operating procedures, and personal safety training for staff; performs lifeguard and instructional duties as required and ensures all staff certifications are maintained.
- Develops, promotes, and implements diversified aquatic programs and events for all ages in accordance with community needs and facility goals; evaluates program effectiveness and makes necessary adjustments.

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- Seeks alternative funding through state and federal grants; generates revenues through self-funding programs; identifies and facilitates corporate and private sponsorships.
- Studies, analyzes, and interprets aquatic needs and resources; develops pricing strategies for new programs.
- Develops and implements marketing strategies and actively promotes the aquatic facilities throughout the community through speaking engagements, guest appearances, etc.
- Directs the use of the aquatic facilities for special events including private parties and local competitions, among other functions.
- Oversees financial transactions including memberships, day passes, registrations, facility and boat rentals, and all other aspects of cash flow procedures; coordinates and supervises expenditures, supplies inventory, and purchases, ensuring compliance with the City’s procurement guidelines.
- Prepares and submits the annual budget; monitors fiscal activity to assure conformity with established budget constraints.
- Prepares and submits recommendations to the Department Director for the annual budget; monitors fiscal activity to assure conformity with established budget constraints; coordinates and supervises purchases, expenditures, and supplies; oversees financial transactions including registration, rental of the center, and all other aspects of cash flow procedures.
- Oversees Front Desk operations to ensure maximum customer service results; establishes customer service expectations for facility staff; directs staff in providing customer solutions; interfaces with community groups.
- Demonstrates regular and punctual attendance.
- Performs other related duties as required.

GENERAL STANDARDS

Data Involvement	Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.
Interpersonal/People Involvement	Supervises or lead others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Asset Responsibility	Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of a moderate sized department, authorizing expenditures of large amounts of money or supervising the purchasing of high value materials, supplies and equipment.
Mathematical	Uses basic algebra involving variables and formulas and/or basic geometry involving plane and solid figures, circumferences, areas and volumes and/or computes discounts and interest rates.

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Communications	Reads journals, manuals and professional publications; speaks informally to groups of co-workers, staff in other organizational agencies, general public, and people in other organizations and presents training; composes original reports, training and other written materials, using proper language, punctuation, grammar and style; requires effective communication with internal and external customers.
Judgment	Responsible for the actions of others, requiring almost constant decisions affecting co-workers, crime victims, patients, customers, clients or others in the general public; works in a very fluid environment with guidelines but significant variation.
Complexity of Work	perform supervisory work involving policy and guidelines, solving both people and work-related problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.
Impact of Errors	The impact of errors is serious – affects most units in organization, and may affect citizens or loss of life and/or damage could occur and probability is likely.
Physical Demands	Performs medium to heavy work that involves walking, standing, stooping, kneeling, crawling, lifting, pulling, swimming, sitting, talking and hearing. Work involves exerting between 20 to 50 pounds of force on a regular and recurring basis and 50 to 100 pounds of force on an occasional basis.
Equipment Usage	Leads or handles work aids involving moderate latitude for judgment regarding attainment of a standard or in selecting appropriate items.
Unavoidable Hazards	Exposure to dust, pollen, extreme and/or cold, wet or humid conditions. Minimal duties are performed in direct sunlight. Includes exposure to chemicals that must be handled with extreme caution.
Safety of Others	Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.
EDUCATION, EXPERIENCE AND ADDITIONAL REQUIREMENTS	
Education and Experience	<ul style="list-style-type: none"> • Requires a Bachelor's degree in Sports Management, Recreation, Outdoor Education, or related field of study. • Requires a minimum of five (5) years of progressively responsible experience in planning, managing or directing competitive aquatic facilities, or collegiate or USA Swimming affiliated programs to include a minimum of five (5) years' experience supervising the work of others. • Thorough knowledge of swimming pool operations, the development of aquatic classes, and of recreation programming is required. • Requires considerable knowledge of fiscal concepts necessary for the formulation and implementation of the aquatics budget, grant acquisitions, and other related matters. • Experience collaborating with multiple partner organizations is preferred. Experience operating a competitive aquatics facility and working in a municipal government setting is preferred. • A combination of education and experience may be considered for this position, in lieu of specified requirements.

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<p>Certifications, Licenses, and Other Qualifiers</p>	<ul style="list-style-type: none"> • Required certifications include: Certified Pool Operator (National Swimming Pool Foundation), Aquatics Facility Operator (National Recreation and Parks Association), and First Aid, CPR/AED, Certified Water Safety Instructor (American Red Cross). An Equivalent Certification from an organization not listed, may be accepted. • Must possess a valid driver’s license and must have and maintain a satisfactory driving record based on the City of Hampton’s criteria. • Must successfully pass a background check related to this position prior to any offer of employment or promotion. • This position is safety sensitive and is subject to testing for alcohol and controlled substances in accordance with the City’s current substance abuse policy.
<p>Additional Requirements</p>	<ul style="list-style-type: none"> • May require working beyond a standard 40-hour work week to include some holidays, evenings and weekends. • May require some local travel and use of a personal vehicle. • Extensive contact with the general public, related agencies, community organizations, agency staff, and other City departments. • The incumbent may be considered “essential personnel” during city emergency situations, or at the direction of the City Manager or designee which may include long hours and unusual schedules.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

ADA requires the City of Hampton to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees may discuss job accommodations with management.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.

The City of Hampton is an equal opportunity employer.