

AQUATICS PROGRAM & OPERATIONS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The Aquatics Program & Operations Manager is responsible for the year-round planning, administration, organization, coordination, and evaluation of the City of Albany Aquatics Division. The incumbent oversees the operation of municipal pools, splash pads, aquatic programming, seasonal staffing, public outreach initiatives, regulatory compliance, and operational readiness of aquatic facilities. The incumbent works under the general supervision of the Deputy Commissioner and Commissioner of Recreation and exercises direct supervision over seasonal aquatics personnel and subordinate supervisory staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Develops annual aquatics operating plans and seasonal implementation schedules;
- Maintains departmental aquatics policies, procedures, and Standard Operating Procedures (SOPs);
- Develops annual staffing plans and operational schedules;
- Maintains personnel records, certifications, training documentation, and operational reports;
- Prepares monthly, seasonal, and annual operational summaries and after-action reports;
- Assists in the development of long-range strategic planning initiatives for aquatic facilities and programs.
- Recruits, interviews, hires, trains, schedules, and supervises seasonal aquatics staff;
- Coordinates lifeguard certification, recertification, and required training programs;
- Organizes staff orientations and in-service training programs;
- Monitors staffing levels and operational coverage;
- Assists with employee evaluations and performance management;
- Recommends disciplinary action when necessary;
- Maintains workforce development programs and succession planning initiatives;
- Promotes a positive, professional, and customer-focused work environment.
- Develops and coordinates aquatic programs serving residents of various ages and abilities;
- Coordinates swim lessons, water safety education, aquatic fitness programs, lap swim opportunities, adaptive recreation programs, and special events;
- Evaluates program effectiveness and participation levels;
- Identifies community needs and develops programs to increase accessibility and participation;

- Establishes partnerships with schools, community organizations, public agencies, and private organizations;
- Represents the department at community meetings, events, and public outreach activities.
- Monitors facility maintenance needs and coordinates repairs with contractors and maintenance personnel;
- Coordinates inspections and regulatory compliance reviews;
- Oversees inventory management of supplies, chemicals, equipment, and operational materials;
- Coordinates chemical deliveries and operational support services;
- Ensures compliance with applicable federal, state, and local laws, regulations, and standards governing aquatic facilities;
- Coordinates Department of Health inspections and compliance documentation;
- Maintains emergency action plans and operational safety procedures;
- Coordinates incident reporting and accident investigations;
- Monitors staff certifications and required training credentials;
- Implements risk management and loss prevention strategies.
- Assists in preparing annual operating budgets for aquatics facilities and programs;
- Monitors expenditures and operational costs;
- Tracks seasonal staffing expenses, supply costs, and chemical consumption;
- Assists with revenue tracking related to admissions, rentals, programs, and special events;
- Prepares reports and recommendations related to budget planning and resource allocation;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of:
Aquatic facility administration; Recreation programming and community engagement principles; Public sector operations and management practices; Staff supervision and workforce development; Risk management and aquatic safety standards; Budget preparation and fiscal management; Customer service and public relations principles.
- Good knowledge of New York State Department of Health regulations;
- Good knowledge of personnel management principles;
- Good knowledge of program evaluation and performance measurement; social media, marketing, and public outreach strategies.

- Ability to organize, coordinate, and supervise multiple aquatic facilities simultaneously;
- Ability to develop and implement operational plans and schedules;
- Ability to lead and motivate seasonal and full-time staff;
- Ability to establish and maintain effective working relationships with employees, public officials, community groups, contractors, and the public;
- Ability to prepare reports and maintain accurate records;
- Ability to analyze operational data and make informed recommendations;
- Ability to communicate affectively both orally and in writing;
- Ability to exercise sound judgment during emergency situations;
- Ability to manage competing priorities in a fast-paced environment.
- Strong organizational skills;
- Professional demeanor and leadership presence;
- High level of initiative and accountability;
- Strong interpersonal and conflict-resolution skills;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Recreation Administration, Recreation Management, Public Administration, Sports Management, Business Administration, Physical Education, Aquatics Management, or a closely related field and four (4) years of full-time paid experience in aquatics, recreation management, facility operations, program administration, or a related field; **OR**

Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Recreation Administration, Recreation Management, Public Administration, Sports Management, Business Administration, Physical Education, Aquatics Management, or a closely related field and six (6) years of full-time paid experience in aquatics, recreation management, facility operations, program administration, or a related field; **OR**

- B. Graduation from high school or possession of a high school equivalency diploma and eight (8) years of full-time paid experience in aquatics, recreation management, facility operations, program administration, or a related field; **OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) through (C).

SPECIAL REQUIREMENTS: Must possess the certifications below at the time of appointment or within one (1) year of appointment and maintain certifications for the duration of employment:

- Certified Pool Operator (CPO) Certification; **AND**
- CPR/AED Certification; First Aid Certification.

NOTE:

- The incumbent may be required to work evenings, weekends, holidays, and emergency assignments as operational needs dictate.
- The incumbent may be required to report to alternate work locations during emergencies or special events and perform duties outside the normal scope of assignment when necessary to support departmental operations.
- Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.