
External Job Posting

The Hamilton Conservation Authority has a seasonal opportunity for an

Aquatic Supervisor at Wild Waterworks

Job Summary:

Reporting to the Assistant Manager Aquatics, the Aquatic Supervisor is directly responsible for the supervision of approximately 90 Aquatic Team Leaders, Lifeguards, and Waterpark Attendants. The Aquatic Supervisor assists in the planning, coordination, and implementation of the daily operations of the aquatic complex. This position is indirectly responsible for the overall supervision and operation of Wild Waterworks. The Aquatic Supervisor engages in scheduling, training, and public relations. The person in this position must also ensure the safety and enjoyment of patrons at Wild Waterworks through the promotion of facility rules and regulations, and providing information regarding the available activities and facilities at Wild Waterworks and the Hamilton Conservation Authority.

Other duties include:

- Knowledge of and compliance with Hamilton Conservation Authority personnel policy, safe working procedures, emergency procedures, relevant legislation, Technical Standards and Safety Authority, and Waterslide Manufacturer Technical Dossiers.
- Knowledge of and ensure facility compliance with relevant legislation including but not limited to Ontario Health Protection and Promotion Act, Occupational Health and Safety Act, Amusement Devices Act, Trespass to Property Act, Employment Standards Act, Accessibility for Ontarians with Disabilities Act, and Human Rights Code.
- Organize and implement pre-season and weekly trainings by designing trainings, running stations, demonstrating proper skills and procedures, and maintaining training records.
- Assist with scheduling, allocating and approving labour hours, including but not limited to schedule design, shift change requests, time sheets, attendance logs and vacation requests.
- Assist with interviewing and hiring casual summer staff
- Evaluate staff performance, document, and take appropriate action including discipline, praise, goal setting, additional training, and/or referral to a Manager.
- Maintaining a daily log book, training logs, park incidents/events including first aid, customer interactions, staff issues/interactions, unsafe conditions etc. and reporting when necessary.
- Demonstrate and facilitate a positive and professional attitude towards duties, customers, and coworkers to create a cohesive team atmosphere with all departments.
- Maintain inventory control of emergency, lifeguarding, and first aid supplies. Place and/or request orders when appropriate.
- Perform daily waterslide, water attraction, facility, and security checks. Identify hazards and foresee potential issues. Ensure accurate and thorough reporting and documentation.

- Check, secure, and arm/disarm buildings, pump houses, phone boxes, and facilities.
- Provide direction/supervision during emergencies within the facility and Confederation Beach Park, coordinate staff and patron actions, ensure provision of first aid care, documentation, communication, transportation, crowd and traffic control, and emergency maintenance.
- Provide exceptional customer service. Respond tactfully to complaints and calls for assistance from the public, and take appropriate action while being aware of, explaining, and promoting facility rules and regulations.
- Issue verbal warnings and direct patrons to leave the facility where appropriate. Refer occurrences of a serious or criminal nature to a Manager, Security, and/or Police.
- Promote water safety and provide accurate instruction through facilitation of the Water Safety Education program.
- Perform Lifeguard and Waterpark Attendant duties, and assist other departments as required.
- Maintain cleanliness of the water attractions and facility. Tasks include but are not limited to; cleaning waterslides, pool vacuuming, washrooms, floors, sanitizing, and emptying garbage.
- Maintain the organization and cleanliness of the Administration Building, Supervisor office, Lifeguard Room, and First Aid Room.
- Check voicemail and email daily, respond to requests in a timely manner.
- Assist and work cohesively in a team environment with all departments, communicate effectively, and maintain a positive, professional attitude towards work, patrons, and coworkers
- As part of the Hamilton Conservation Authority, you may be scheduled and asked to report to a different conservation area throughout the term of your employment to assist with special events, staffing shortages, etc.
- Any other duties as assigned to support the team effort at the HCA.
- Various physical abilities including but not limited to:
 - All standards in the National Lifeguard Pool and Standard First Aid CPR-C Certificates
 - Standing, walking, and sitting for up to 90 minutes continuously
 - Swim, tow and/or carry a victim up to 60m
 - Jogging up to a 400m distance continuously while carrying first aid equipment up to 12kg
 - Climbing stairs and ramps while carrying first aid equipment up to 12kg
 - Ascending and descending waterslides to perform internal inspections
 - Climbing ladders and dismounting from lifeguard chairs
 - Jumping into deep water from a height of 2m above the water surface
 - Safely and efficiently travelling through water with large waves, currents, and undertows while carrying a victim
 - Any combination of the above requirements performed consecutively

Qualifications:

Education and experience you will need to have:

- University or College student or graduate with experience and/or education in recreation management, business, hospitality, or public relations
- Strong writing and communication skills. Ability to organize work, plan activities and set priorities
- Good computer skills with Microsoft Office software Word, Excel, Power Point and Outlook
- Current National Lifeguard Certificate (any option)
- Current Standard First Aid + CPR-C Certificate (or equivalent)
- Lifesaving Society or Red Cross Instructor Certificate (any option)
- Previous experience Lifeguarding, and Swimming or First Aid Instruction

- Must meet knowledge, judgement, fitness, and skill requirements for the held certifications and job duties
- A valid Ontario Driver's License, Class "G"

And even better if you have:

- Previous supervisory experience
- Advanced First Aid Certificate
- Advanced Instructor and Examiner Certificates
- Ability to speak a second language
- Previous experience in the following areas
 - Lifeguarding in a Waterpark setting
 - Lifeguarding large crowds
 - Facilitating recreational programs

You will be a great fit for this role if you have:

- Ability to work outside in all types of weather, including heat and humidity
- Ability to work weekends, holidays, and sometimes in isolation
- Ability to demonstrate and help to create teamwork through your leadership
- Creativity, flexibility, and problem-solving capabilities
- Excellent organizational and administrative skills, and attention to detail

Working Conditions:

The work location will be at Wild Waterworks, 680 Van Wagners Beach Road, Hamilton, Ontario. Working hours will be an average of 35 hours per week. This position may be required to work in other Conservation Areas or on special projects for defined periods of time as directed by the Director of Conservation Area Services.

Application Process:

Interested applicants should email their resume with "Aquatic Supervisor" in the subject line to:

Attention: Wild Waterworks Manager

Email: wwwjobs@conservationhamilton.ca

Although we appreciate the interest of all applicants, only those selected for an interview will be contacted.

Accessibility accommodations are available for all parts of the recruitment process; applicants are asked to inform Human Resources for any disability required accommodations in advance.