

AQUATIC SERVICES COORDINATOR, PHAFC

EXEMPT OR UNION: Union**SALARY LEVEL:** Grid 1, Band 15 (Under Review)**LOCATION:** PHAFC**APPROVED BY:** Manager, Recreation Services*Previous Version: New***DEPARTMENT:** Community Services**DIVISION:** Recreation Services**SUPERVISOR:** Ast Mgr, Recreation Services**UPDATED:** June 2026

SUMMARY: Under the general direction of the Assistant Manager, Recreation Services, this position is a key operational leadership role at the Pender Harbour Aquatic & Fitness Centre (PHAFC) overseeing the daily operations including facility operations, program development, staff supervision, lifeguarding, instructional duties, and community engagement to ensure high-quality, safe, and responsive aquatic and recreation services for the community.

KEY RESPONSIBILITIES *include:*

1. Supports the effective daily operation of the PHAFC, identifying and problem-solving operational and maintenance issues related to aquatics.
2. Provides direct supervision, leadership, training, coaching and performance management for facility staff.
3. Performs lifeguarding and instructional duties as required to maintain service levels.
4. Represents the PHAFC facility in a professional manner while interacting with patrons and promoting facility services and programs.
5. Participates in community committees and stakeholder meetings to support coordinated recreation service delivery in the area.
6. Designs, develops and monitors aquatic and fitness programming and services.
7. Leads the planning, implementation, promotion, and evaluation of aquatic programs and special events.
8. Ensures compliance with SCRD policies, bylaws, the Workers Compensation Act and Occupational Health and Safety regulations related to the role.
9. Complies with and promotes safe work practices and procedures in support of a safe, respectful, and healthy work environment.

TYPICAL ACTIVITIES *include:*

1. Coordinates the facility's administrative functions by maintaining financial and program records, monitoring supply inventories, preparing purchase requisitions, and supporting payroll and expense documentation.
2. Coordinates staff scheduling by assigning work, setting priorities, monitoring service coverage, reviewing leave requests, and tracking staff certifications to ensure regulatory compliance and operational requirements are met.
3. Provides lifeguarding, instruction and emergency response, including first aid assistance

when required.

4. Conducts routine pool inspections, water testing, chemical adjustments and safety checks; ensures scheduled maintenance tasks are completed.
5. Develops and updates operational procedures within the scope of the position.
6. Trains new and existing staff; communicates performance expectations and conducts evaluations as required.
7. Attends community, user group, advisory or other meetings relevant to recreation programs and services to liaise with stakeholders, inform and coordinate activities, and to deliver presentations to interested groups or individuals regarding community recreation programs.
8. Coordinates contracts for third-party programs; verifies instructor certification and insurance; monitors contractor performance and evaluates effectiveness.
9. Conducts research, data collection, and analysis related to program trends, participation levels, and community needs, and makes recommendations for program development or discontinuation.
10. Responds to public inquiries and complaints regarding programs, service delivery or facility operations.
11. Inspects facilities and conducts risk assessments for safe public use and initiates work orders to correct deficiencies.

EDUCATION AND EXPERIENCE

- Completion of a two (2) year diploma in Recreation Management, Community Development, or related field.
- Current certifications in good standing:
 - National Lifeguard (Pool Option) certification
 - Airway Management and Oxygen Administration (AMOA)
 - Swim Instructor certification
 - Lifesaving Instructor certification
 - Standard First Aid certified
 - CPR C/AED certification (within one year)
 - Pool Operator Level 1 certificate, with Level 2 considered an asset.
- Two (2) years' experience in aquatic operations including lifeguarding / instructional duties, along with staff supervision, performance engagement, program planning and delivery, contract administration, and budget monitoring.
- An equivalent combination of education and experience may be considered.
- Valid B.C. Class 5 Drivers License.
- Instructor Trainer or Advance Instructor certification in one or more Aquatic or Fitness areas, preferred.

OTHER SKILLS / KNOWLEDGE / INFORMATION

- Satisfactory Criminal Record Check
- Ability to effectively engage with the public in a community recreation environment.
- Proven organizational and time-management skills
- Ability to prioritize competing demands in a dynamic environment
- Knowledge of aquatic safety standards and recreation industry best practices
- Sound judgment and problem-solving ability

- Effective conflict resolution skills
- Strong written and verbal communication skills
- Ability to build positive working relationships with staff, user groups, contractors, and community members
- Proficiency in Microsoft Office applications, along with Recreation Software Systems (ie. ActiveNet)