**HASBROUCK HEIGHTS SWIM CLUB**

Interested candidates can email resume to: [hasbrouckheightsswimclub@gmail.com](mailto:hasbrouckheightsswimclub@gmail.com)

**Experience and Expectations:**

Below is a description of the responsibilities of a head pool manager, please remember that not everything done can be put on paper, it is a day to day, minute to minute job and should always be treated as such, there is no black and white in this position.  We will break down what is expected and needs to be done in the pre-season, regular season, and postseason.

**HHSC General Manager Responsibilities:**

● Run the day-to-day operational aspects of the Club

● Responsible for hiring and supervising the scheduling, training, performance evaluations of all staff (including Asst. Managers, Lifeguards, and Front Office Staff). Will work closely with the Board of Trustees on staffing changes/hiring decisions, and staffing ratios

● Works with the Asst. Managers, Lifeguards, Front Office Personnel and members of the Board of Trustees to ensure the observance of stringent safety procedures ● Uses the maintenance staff, and outside contractors when necessary, to conduct ongoing maintenance of Club facilities including MgmtOffice, Member locker rooms, front desk, pool, and club bathrooms and grounds. ● Maintain, analyze and submit pertinent records in respect to daily member admissions and revenue, sanitary water conditions (chlorine and pH readings); assist with water backwashing, accidents, rescues and assists and first aid.

● As the on-site, customer service oriented “face of the Club”, ensure the member experience exceeds member expectations on a daily basis ● Create and foster a customer service oriented environment for all staff with the objective of delivering exemplary customer service to the Club’s members ● Proactively recommend to the Board of Trustees the immediate and long-term capital needs of the Club ● Keep the Board of Trustees updated on relevant operational challenges, and any staffing issues

● Supervise the part-time pool operations staff (including Asst. Managers, Lifeguards, and Office Staff)

● Develop and maintain ongoing, in-service training for Lifeguards as well as Office Staff

● Develop, promote and supervise a diversified swim/dive program for all ages in accordance with community needs● Ensure continuity of operations by training the Assistant Manager on critical operational aspects of the Club (e.g., payroll, facilities maintenance, staffing) ● Prepare the annual plan and budget with input from the Board Treasurer and Finance Committee ● Work collaboratively with Club staff and member volunteers on the conception and execution of Club programs (swim, social, etc.)

● Provide end of year evaluations on staff to be reviewed with staff prior to the end of the season.

● Expel swimmers and or members, if necessary, for willful disobedience of pool rules

● Establish and maintain effective working relationships with those contacted in the course of work, including children

*●*Work in a team-based environment to achieve common goals.

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● Exercise tact and maintain poise in resolving disputes and differences arising with the members and employees

● Communicate clearly and effectively; both verbally and in writing.

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