

## **The Norwood Swim Club is looking for a seasonal FT General Manager for the 2024 Summer Season**

### **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.

### **Primary Responsibilities include:**

- 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 management office, 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 back washing, 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
- 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)
- 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.

**Education/Experience:** Minimum of 2 years pool manager experience is required. Candidates should have excellent interpersonal, service oriented, communication and organizational skills. Certificates and Licenses: CPR/AED, First Aid certifications required. Lifeguard and Certified Pool Operator Certification Preferred.

Compensation is dependent upon the candidate's qualifications and experience.

To apply: please send a thoughtful cover letter, resume, and at least 1 letter of recommendation to [nscwhalers@gmail.com](mailto:nscwhalers@gmail.com)