

**eliminating racism
empowering women**
ywca

Central Massachusetts

Position: Aquatics Coordinator
Accountability: Health & Wellness Center Director
Hours of Work: Full-time
Location: Worcester
CORI Required: Yes

About the YWCA Central Massachusetts

For more than 125 years, the YWCA Central Massachusetts has served as a life-long positive force for women and girls, their families and communities. By leveraging the reach, power and passion of our members and supporters, we have created lasting change.

The YWCA Central Massachusetts offers a wide range of programs, including early education & care; domestic violence services; career assistance; healthy lifestyle promotion. Our services strengthen women and girls in the community, helping them to realize their full potential.

General Function:

Perform and supervise the functions of others to enforce Customer Service and Facility Usage Guidelines providing the highest quality of customer and personal service for participants while maintaining health, safety and program standards to improve the quality of current programs and ultimately increase participation in the Water Based components of our Health & Wellness Facility. These areas include but are not limited to: Pool deck and program staff coverage, Registered and Drop-In Class Activities, Internal and External program contracts and special services.

Responsibilities:

1. Hire staff while assuming primary supervision and scheduling of staff and substitutes for Lifeguard shifts, registered and drop-in water exercise programs, progressive swim and special services conducting classes and covering shifts as needed.
2. Train, develop and support new and existing staff through formal training venues as well as regular face to face contact and performance appraisals, and the responsibility to submit part-time staff paycards for approval.
3. Develop and implement the Drop-In and Registered class schedules.
4. With support from all levels of part-time aquatic staff, maintain accurate records of pool program participants and instructors including Red Cross record keeping, distribution of Red Cross Record sheets, certificates and progress reports for progressive swim programs. Update and maintain the room schedule and pool deck log books, answer the telephone, book appointments, schedule special services, internal and external contracts and conduct follow up telephone calls.

4. Greet all members creating an atmosphere that is welcoming and comfortable for all. Conduct continuous tours of the pool facility checking for safe and proper use of the area and equipment, providing assistance to members whenever it is needed or requested. Enforce the policies and rules of the area.
5. Assist members in setting personal goals, offering suggestions for new exercise routines and providing health and fitness informational handouts as appropriate. Assist in planning and implementing incentive programs for all members. Design and implement specialized aquatic programs.
6. Assure cleanliness of the program area and surfaces, as well as proper water chemistry, report repair/maintenance needs and assist in scheduling of any required maintenance. Maintain certification requirements for back-up Pool Operator.
7. Provide membership desk coverage as needed. Attend meetings and perform other duties as requested.

Qualifications:

- Experience in the aquatics field
- Certification in Lifeguard Training, Water Safety Instructor, First Aid and CPR
- Certification or experience in Aquatic Exercise
- Demonstrated skills in providing quality customer service
- Willingness to train
- Ability to relate to people of diverse attitudes and interest.

How to apply:

If you are interested in applying for any of the above positions please complete an Employment Application and send the completed application and resume to:

Email: HR@ywcacentralmass.org

Fax: Human Resources at 508-754-0496

Mail: YWCA Central Massachusetts
Attn: Director of Human Resources
1 Salem Square
Worcester, MA 01608-2090

The YWCA Central Massachusetts is an Affirmative Action/Equal Opportunity Employer.