



MANAGER OF AQUATICS

TOWN OF HIGH RIVER

AccessHR is excited to partner with the Town of High River for the recruitment of a full-time, permanent Manager of Aquatics.

ABOUT HIGH RIVER

High River provides the warmth and familiarity of a small town, featuring countless outdoor trails and parks that await your next adventure. Downtown offers a variety of unique stores and businesses who take pride in fostering connection in our community. Nestled within Foothills County, High River is a people-first community where families have put down roots for generations. Just a 15-to-20-minute drive from Okotoks and a 30-minute drive from Calgary South is the opportunity to admire the Rocky Mountains and positively impact a 14,000-person community.

ABOUT THE TOWN OF HIGH RIVER

Through the dedication and passion of our 150 employees, we are committed to delivering crucial services to the community. Our purpose (our 'why') is to make a difference in our community now and for generations to come. To achieve this, we inspire and respect one another, we can be counted on, we are better together, and we dare to be different (our 'how').

We've embarked on a workplace culture journey that has enhanced our commitment to people; both our employees and the community we serve. We have identified three pillars to achieve our workplace culture: Accountable, Connected, Excellence (ACE).

POSITION DESCRIPTION

The Town of High River has created a new position, Manager of Aquatics, to lead their Aquatics team. This position reports to the Director of Municipal Services and leads a team of approximately 25 full-time, part-time, and casual lifeguards and aquatics instructors.

This opportunity is well suited for a strategic, trusted professional with a passion and appreciation for public service and aquatics. You will spend a large portion of your time developing, coaching, and leading your team. You will also bring a passion for building a customer centric organization focused on community utilization of the facilities.

A clear differentiator is that the successful candidate will lead the Aquatics team through a proposed multi-million-dollar expansion project adding a leisure pool, lap pool, waterslide, hot tub, and sauna. You will also develop and execute both short- and long-term strategies and direction for the aquatics program.

Ultimately, we are seeking an inspiring, accountable, and collaborative community builder who demonstrates high emotional intelligence and a commitment to service excellence.

KEY DELIVERABLES

- **Leadership:** Cultivate a positive culture and work environment that encourages staff to identify innovative approaches to enhance and continuously improve performance and safe service delivery.
- **Strategy:** Develop short- and long-term aquatics program strategy and direction; foresee industry and community trends and develop response strategies.
- **Customer Centricity:** Establish and implement a client-centric service delivery model for the aquatics team.
- **Safety & Effectiveness:** Safety is of paramount importance; provide direction relating to the effective use of staff, facilities, and equipment, ensuring adherence to safety plans & protocols.
- **Community Involvement:** Liaise and partner with user groups, community organizations, schools, boards, and other agencies to increase utilization of facilities.
- **Budgeting:** Prepare short- and long-range operational and capital budgets and business plans; ensure expenditures stay in alignment with budget.

QUALIFICATIONS

- **Leadership:** Leads by example, demonstrating integrity, humility, and ethical behavior in both actions and decisions; high emotional intelligence, a “Servant Leader”.
- **Aquatics:** Extensive experience in recreation, including aquatics; keen interest in all aspects of aquatics activities.
- **Exceptional Communicator:** Demonstrates outstanding written and verbal communication, influences others, and encourages open dialogue; actively listens and asks, “tell me more” and “help me understand” questions to build full comprehension before offering solutions.
- **Change Management:** Expertise and experience with leading teams through change; adept at navigating changing organizational priorities.
- **Negotiation & Diplomacy:** Exemplary interpersonal, communication, and negotiation skills. Builds trust, resolves conflicts, and achieves consensus with both customers and employees.
- **Empathetic:** Ability to understand diverse perspectives and emotions and provide appropriate solutions and alternatives.
- **Team Building:** Outstanding team building skills with a commitment to incrementally improving service delivery on a daily basis; ability to coach, engage, and mentor a diverse team of both first-time employees and seasoned professionals.
- **Scheduling:** Proficient with shift management and scheduling, encompassing full-time, part-time, and casual staff across all days of the week, including weekdays, evenings, and weekends.
- **Dare to be Different:** Fosters creativity and innovation; ability and willingness to break away from conventional thinking in pursuit of improving on best practices.

EDUCATION & EXPERIENCE

- Post-secondary education in recreation or physical education with electives in aquatics, business administration, public administration, or related fields.
- 10+ years’ experience in aquatics or similar field.
- 5+ years’ leadership experience, preferably in aquatics.

ASSETS

- Municipal government and/or public sector work experience.

WHAT WE OFFER

- 35-hour work week with option to bank an extra 2 hours/week for an additional personal day/month.
- Compensation includes employer paid benefits, HCSA, EFAP, reduced cost recreation facility access, and free parking.
- Local Authority Pension Plan (defined benefit).
- Generous vacation, personal, and sick day plans.
- Immediate access to outdoor activities including walking, hiking, and fishing during lunch hours and before/after work.

POSITION REQUIREMENTS

- Willing to work irregular hours including evenings and weekends on a regular/frequent basis.
- Able and willing to live in or commute to the town of High River.

APPLY

Interested candidates are invited to apply with a cover letter and resume by email to recruiting@accesshrinc.com. Please indicate "Manager of Aquatics" in the subject line of your email. **The position posting will close at 8:00 pm on June 25th, 2024.**

All applicants will receive a personalized response and candidates under consideration will be contacted directly. Please be advised that applications will be monitored daily, and interviews may be scheduled throughout the posting period.

We encourage applicants from diverse backgrounds to apply as the Town of High River is committed to offering a diverse and safe workspace free from discrimination. All applicants are considered regardless of age, gender, race, ableness, sexual orientation, gender identity or expression, and religious beliefs.