

# Manager of Aquatics & Programming

The City of Cranbrook is seeking an energetic, community-focused leader to join our team as Manager of Aquatics & Programming.

As a key member of the Recreation and Culture leadership team, you will provide direction and oversight for aquatic operations, recreation programming, and community engagement initiatives. You will lead and support staff, ensure safe and efficient facility operations, and deliver high-quality programs that promote health, wellness, and inclusion.

The successful candidate will bring strong leadership, operational expertise, and a passion for exceptional customer service.

If you are motivated by making a positive impact in the community, we invite you to help shape the future of aquatics and community programming in Cranbrook.

## Job Details

**JOB LOCATION:** On-site, Cranbrook, BC

**POSTING TYPE:** Exempt

**POSITION TYPE:** Full-Time

**HOURS OF WORK:** A compressed schedule of 70 hours over two weeks, with one scheduled day off every pay period. (Average 7.75 hours per day)

## THE CITY OF CRANBROOK

The City of Cranbrook is in the southeast corner of British Columbia amongst the majestic Rockies and Purcell mountains, near Alberta and the Canada/USA border. With a population of approximately 20,000, Cranbrook is the largest community in the East Kootenay. Known as the “Basecamp of the Kootenays”, Cranbrook provides an inviting lifestyle in a beautiful setting that has made our city a welcoming and growing place in which to live, work and play.

The City offers a competitive compensation and benefits package including performance-based salary progression, extended health, dental and vision care, short and long-term disability, Employer matching pension plan, accidental death and dismemberment insurance, life insurance and a \$500/yr. health and wellness benefit.

**ANNUAL SALARY** \$117,321.63 to \$142,962.58 Exempt Salary Grid Band D4

## POSITION OVERVIEW

Reporting to the Director of Recreation & Culture, the Manager of Aquatics & Programming provides strategic leadership, operational oversight, and administrative management for aquatic facilities, Recreation and Culture programming and initiatives, community events, and customer service operations. The position is responsible for ensuring the delivery of safe, inclusive, innovative, and financially sustainable services that enhance community wellness and align with the City's strategic priorities.

## KEY RESPONSIBILITIES

- Provide supervision, leadership, direction, coaching, and performance management to the Pool Desk, Programming and Aquatic staff.
- Develop departmental goals, work plans, and performance measures aligned with City strategic objective.
- Promote a positive, collaborative, and service-oriented workplace culture.

- Lead recruitment, onboarding, scheduling, succession planning, and staff development.
- Oversee all municipal aquatic operations including public swimming, lessons, aquatic fitness, rentals, and specialty programs.
- Ensure compliance with provincial legislation, health regulations, safety standards, lifeguarding standards, and industry best practices.
- In collaboration with the General Manager of Recreation & Culture and the Public Works Department, coordinate annual shutdowns, maintenance planning, and capital improvement projects for aquatic facilities.
- Lead the planning, development, implementation, and evaluation of recreation, wellness, cultural, arts, and community programming for all ages and abilities.
- Assess community needs and develop innovative programs that maximize participation and accessibility to support inclusive programming that reflects the diverse needs of the community.
- Oversee seasonal program guides and registration schedules.
- Plan, develop, and coordinate community events, festivals, and special initiatives in partnership with internal departments and community organizations.
- Support community stakeholders with the planning, development and delivery of community-led recreation, arts, and cultural initiatives.
- Develop partnerships with schools, clubs, non-profit organizations, and regional stakeholders.
- Oversee the Pool Desk customer service operations within recreation facilities.
- Ensure exceptional customer experiences through responsive service delivery and evaluation of service levels to implement operational improvements.
- Address complex customer concerns and resolve service issues professionally.
- Monitor revenues and expenditures while ensuring fiscal responsibility.
- Prepare financial reports, forecasts, and budget recommendations.
- Analyze program performance, cost recovery, participation trends, and operational efficiencies.
- Identify grant opportunities and oversee funding applications and reporting requirements.
- Lead incident investigations, complete and submit required documentation, and implement and recommend corrective actions.
- Develop and recommend policies, procedures, and operational standards.
- Participate in departmental strategic planning and master planning initiatives.
- Recommend service improvements based on community needs and operational analysis.
- Foster positive relationships with user groups, community organizations, elected officials, and external agencies.
- Represent the department at meetings, committees, and public engagement initiatives.
- Partner with all other City departments to coordinate operational needs, share information, support interdepartmental projects, and ensure Recreation & Culture initiatives integrate smoothly with broader municipal objectives.

## **ESSENTIAL QUALIFICATIONS**

## **EDUCATION**

- Four (4) year Degree in a relevant field such as Recreation Management, Kinesiology, Leisure Studies, Public Administration, Business Administration, etc.

## **LICENSES / CERTIFICATES**

- Valid Class five (5) Driver's Licence.
- Lifesaving Society and/or First Aid certifications or equivalent, are considered an asset.
- Pool Operator certifications are considered an asset.

## **EXPERIENCE**

- Three (3) years of experience in a similar role within aquatic facilities and/or programming, including managing in a unionized environment; OR
- A relevant combination of education, training/certification, knowledge, skills and experience will be considered.

## **SPECIFIC SKILLS**

- Knowledge of recreation facility operations, cultural and recreation programming, community events, and community development practices.
- Demonstrates strong knowledge of accessibility standards and best practices, ensuring programs and services are designed, delivered, and evaluated to meet diverse community needs.
- Sound understanding and application of relevant Health, Safety, Emergency and Operational regulations (including WorkSafe, Lifesaving Society, etc.).
- Demonstrated management and performance management skills, including the ability to effectively lead, develop, direct, motivate and support a team in developing and achieving goals.
- Demonstrated ability to plan, coordinate, direct, evaluate and oversee department staff and operations.
- Demonstrated interpersonal skills (including proven negotiation and conflict resolution skills) with the ability to develop and maintain respectful and professional working relationships at all levels of an organization.
- Strong verbal and communication skills with various levels of staff, Council, community stakeholders and the public.
- Ability to operate in an environment involving the competing interests and priorities of many stakeholders including: elected officials, volunteer boards, and committees.
- Technical aptitude including advanced skills in Microsoft Office, presentation tools, facility/registration/event management programs and financial management software.
- Data-driven mindset, with the ability to use analytics to drive decision-making.
- Independent and self-motivated while possessing the desire and ability to work in a collaborative work environment.
- Critical and strategic thinking skills - the ability to assess situations objectively, apply good reasoning, develop strategies, and make decisions independently.
- Adaptable and flexible - the ability to cope with ambiguity in an emerging and constantly changing environment, and to respond to frequently changing demands and priorities.

- Strong time management skills.
- Ability to function well under pressure.

**SPECIAL REQUIREMENTS**

- Ability to travel within the City of Cranbrook.
- A satisfactory Police Information Check is required

**CLOSING DATE: Open until filled**