



# JEFF ROUSE SWIM & SPORT CENTER

## Job Description

<b>Job Title</b>	U.S. Masters Coach
<b>Department</b>	Aquatics
<b>Location</b>	Stafford, VA
<b>Reports to</b>	Assistant Aquatics Director and Aquatics Director
<b>Approved By</b>	Eastern Sports Management
<b>Approval Date</b>	01/01/2018

Level	Type of position:	Travel	Amount Required:
	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary		<input checked="" type="checkbox"/> None <input type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more
Classification	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		

### JOB DESCRIPTION

The U.S. Masters Coach leads swim practices for the U.S. Masters Swim Program to members and guests of the Jeff Rouse Swim and Sport Center. The U.S. Masters Coach will report directly to the Assistant Aquatics Director and Aquatics Director.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Promote Masters Swim Program to JRSSC members and guests and maximize client retention
- Participate in regular In-Service Trainings
- Write and coach swimming workouts
- Set goals for the team
- Adapt all teaching approaches to the age, experience and ability of each participant
- Communicate regularly with participants to ensure they are aware of progress
- Recognize and respond effectively in emergencies in accordance with JRSSC emergency action plans
- Enforce all aquatic facility policies, rules and regulations
- Accurately complete records and reports
- Complete any necessary reports for accidents and/or incidents
- Able to work in a wet pool environment
- Possess strong customer service skills
- Able to multitask and be well organized
- Able to work in a team environment
- Able to communicate effectively with others, verbally and in writing
- Knowledge of & respect for Jeff Rouse Swim and Sport Center Mission
- Knowledge of the rules and regulations of JRSSC, including its Personnel Handbook, and abide by them
- Perform other duties and responsibilities as needed, required, or assigned by the Assistant Aquatics Director, Aquatics Director and/or the General Manager

## **SUPERVISORY RESPONSIBILITIES**

- This job has no supervisory responsibilities

## **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

- Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- Use of Technology - Demonstrates required skills.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Impact & Influence – Pursues and wins support for ideas; displays ability to influence key decision-makers; achieves win-win outcomes; uses authority appropriately to accomplish goals; addresses divergent opinions.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Consultative Selling - Qualifies potential customers; builds rapport and establishes trust; asks questions to discover client business needs; applies product and market knowledge effectively; presents solutions that meet customer objectives; manages and documents sales process.
- Personal Appearance - Dresses appropriately for position; keeps self well groomed.
- Sales Skills - Achieves sales goals; overcomes objections with persuasion and persistence; initiates new contacts; maintains customer satisfaction; maintains records and promptly submits information.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Planning/Organizing - Uses time efficiently.
- Quality - Monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Focus - Ability to maintain attention in a high-volume, fast-paced environment.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:** To perform this job successfully, an individual must have working knowledge of Microsoft Office (Word, Excel, Power Point, etc.). Upon hire and training, the individual must be able to successfully utilize the Jeff Rouse Swim and Sport Center Member/Guest registration software and Timeclock software.

**Certificates, Licenses, Registrations:** To perform this job successfully, an individual must possess the following:

- USMS / Swim Coach

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to stand; walk and talk or hear.
- The employee is frequently required to use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl.
- The employee is occasionally required to sit; climb or balance and taste or smell.
- The employee must regularly lift and/or move up to 10 pounds; frequently lift and/or move up to 25 pounds and occasionally lift and/or move more than 100 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this Job, the employee is regularly exposed to wet or humid conditions (non-weather).

- While performing the duties of this Job, the employee is occasionally exposed to work near moving mechanical parts; work in high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outdoor weather conditions; extreme cold (non-weather); extreme heat (non-weather); risk of electrical shock; work with explosives; risk of radiation and vibration.
- The noise level in the work environment is usually moderate to loud.

I, \_\_\_\_\_ (Employee's Name), hereby certify that I understand and agree to abide by the terms and conditions of my employment set forth in this JRSSC U.S. Masters Coach Job Description.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Aquatics Director (Print Name)

\_\_\_\_\_  
Aquatics Director Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources (Print Name)

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date