



JEFF ROUSE SWIM & SPORT CENTER

Job Description

Job Title	Swim Instructor
Department	Aquatics
Location	Stafford, VA
Reports to	Assistant Aquatics Director and Aquatics Director
Approved By	Eastern Sports Management
Approval Date	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 Swim Instructor teaches swim lessons to members and guests of the Jeff Rouse Swim and Sport Center. The Swim Instructor will report directly to the Assistant Aquatics Director and Aquatics Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Knowledge of the pool schedule
- Promote lesson packages to JRSSC members and maximize client retention
- Enter lessons in scheduling software
- Participate in regular In-Service Trainings
- Adapt all teaching approaches to the age, experience and ability of each participant
- Communicate regularly with participants and their guardians, as appropriate, 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 multi-task 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 - Seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills.
- 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.
- Use of Technology - Demonstrates required skills.
- Design - Demonstrates attention to detail.
- Problem Solving - Works well in group problem solving situations.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance.
- Communications - Exhibits good listening and comprehension; keeps others adequately informed.
- Cooperation - Exhibits tact and consideration; works cooperatively in group situations; works actively to resolve conflicts.
- Managing Customer Focus - Monitors customer satisfaction.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills.
- Teamwork - Gives and welcomes feedback; contributes to building a positive team spirit; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; able to read and interpret written information.
- Change Management - Develops workable implementation plans; communicates changes effectively; prepares and supports those affected by change; monitors transition and evaluates results.
- Performance Coaching - Sets goals and objectives; gives performance feedback; motivates for increased results; encourages training and development.
- Team Leadership - Ensures progress toward goals.
- Delegation - Provides recognition for results.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Visionary Leadership - Displays passion and optimism; inspires respect and trust.
- Conflict Resolution - Maintains objectivity; keeps emotions under control.
- Impact & Influence – Uses authority appropriately to accomplish goals.
- 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; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Consultative Selling - Builds rapport and establishes trust; asks questions to discover client business needs; presents solutions that meet customer objectives.
- Achievement Focus – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities.
- Personal Appearance - Dresses appropriately for position; keeps self well groomed.
- Sales Skills - 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.
- Initiative – Volunteers readily; asks for and offers help when needed.
- Innovation - Meets challenges with resourcefulness.

- Judgement - Displays willingness to make decisions; makes timely decisions.
- Planning/Organizing - Uses time efficiently; sets goals and objectives; organizes or schedules other people and their tasks.
- Quality - Applies feedback to improve performance.
- Quantity - Completes work in timely manner.
- 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: One year certification from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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:

- CPR/AED
- First Aid
- Water Safety Instructor (preferred) or equivalent experience

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 talk or hear.
- The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl.
- The employee is occasionally required to 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 frequently exposed to toxic or caustic chemicals.

- 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; outdoor weather conditions; extreme cold (non-weather); extreme heat (non-weather); risk of electric shock; work with explosives; risk of radiation and vibration.
- The noise level in the work environment is usually 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 Swim Instructor Job Description.

Employee's Signature

Date

Aquatics Director (Print Name)

Aquatics Director Signature

Date

Human Resources (Print Name)

Human Resources Signature

Date