



KAPLEN JCC on the Palisades

JOB DESCRIPTION

JOB TITLE:	Aquatics Program Manager
SUPERVISOR:	Aquatics Director
Schedule:	Full Time; Sunday-Thursday
Status:	Full-Time, Exempt Medical Benefits 403B Plan Discounts off Program Services Membership

As a member of our Health & Wellness Management Team, the Aquatics Program Manager will have a clear understanding and be committed to the mission and vision of the JCC. The Manager will positively manage the growth of the aquatics swim programs ensuring all lessons are fun and delivered to the highest standards

Duties & Responsibilities

- Work closely with the Aquatics Director and our swim instructors to help create a first class swim program experience for our customers
- Drive the growth plans of new swim lesson customers joining the program
- Be passionate about retaining our customers by implementing positive culture and policies to ensure our lessons are of the highest standard
- Teach the JCC Kaplen program to both children and adults as a lead instructor
- Provide training in our program to new instructors and working with our Aquatics Director on the ongoing development of all of our swim teachers
- Evaluate swim instructor performance and create performance improvement plans as necessary
- Keep accurate records of teacher continuity for all our lessons
- Manage the on-going progression of all children in our program and parent feedback
- Provide positive support to our customers and staff in dealing with program queries
- Supporting the day to day operations of the aquatics department when necessary
- Other duties as needed

Key Competencies & Specialized Skills

- Ability to work and multi-task in a fast-paced environment as part of a team
- Customer service oriented and result driven
- Strong communication, organization, and interpersonal skills
- Attention to detail and accuracy
- Flexibility and adaptability
- Problem assessment and problem solving
- Supervisory skills- goal setting, training, mentoring, and ability to provide constructive feedback and coaching

Qualifications

- Minimum of 2 years teaching swim lessons
- Passionate about swimming and growing our mission of ensuring every child has the opportunity to learn to swim
- Experience working with swimming lesson programs
- Experience setting and maintaining swimming lesson standards
- Positive and flexible with the ability to create a winning team environment
- American Red Cross Lifeguard/First Aid/CPR/AED required
- American Red Cross Water Safety Instructor preferred
- Salesforce and/or Upace experience is a plus

This job description is not intended to be all-inclusive, and incumbent will also perform other reasonably related business duties as assigned by supervisor or other management as required. The JCC reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

It is the policy of this institution to provide equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, gender, marital status, national origin, age, disability/handicap, veteran status or status within any other protected group.

Interested candidates should send resume to aquatics@jccotp.org by June 30, 2022