

TOWN OF SHARON

JOB DESCRIPTION

Title of Position: Waterfront Director

Department/Appointing Authority: Recreation Department

Date: March 10, 2015

Originator: Amanda Levasseur

Personnel Board Use Only

Classification:

Effective Date of Classification:

Classification Authority: ☐ **Personnel Board** ☐ **Collective Bargaining**

1. Summary Description

Responsible for the overall program and seasonal operation for Sharon Recreation Department. Coordinates and supervises all aspects of the waterfront programs; all other related work, as required. The Recreation Department provides three essential waterfront programs; swimming instruction, sailing, and general swim. These programs take place in the lake and two beaches. The Waterfront Director is responsible for the coordination and scheduling of these programs.

2. Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Assists the Recreation Department in planning, organizing, scheduling, coordinating and supervising the recreation waterfront programs.

Serves as the primary contact for the public providing courteous, friendly, and professional assistance. Assistance will be provided for anything happening at the waterfront. Including but not limited to all waterfront programs, contractors, concession stand, concerts, any lakeside event/function, and handles any disputes tactfully.

Ability to speak effectively before staff, volunteers, and guests; maintain positive relationships with

all constituents.

Recruit, hire, and train all related personnel; instructors, lifeguards, gate guards, etc.; make sure staff is in appropriate attire and are utilizing appropriate guarding techniques. Oversee weekly staff schedule.

Supervise all waterfront staff. Ensure that all staff members are properly trained before they run any classes or program; run periodic in-service trainings for all lifeguards and swim instructors; conduct all waterfront staff evaluations.

Support the development and implementation of the Waterfront Programs, according to nationally recognized practices.

Enforce safety rules, beach policies and resolve problems by clarifying customer complaints; determine the cause of the problem; select and explain the best solution to solve the problem; expedite correction or adjustment and follow up to ensure resolution; Waterfront Director makes the final decision on all concerns and disputes.

Ability to work independently and as a part of a team. Able to adapt to change as well as multitask when the circumstance requires; able to think through challenges and changes in staffing and schedules.

Provides overall administration for the Waterfront. Assists the Recreation Department to confirm any additional coverage or request for extra staffing for various events. Requires exceptional organizational, communication, and time management skills.

Ensure the safety of all recreation program participants and volunteers.

Maintain accurate records, including incident reports and discipline forms; all forms are filled out accurately with all case related information. Assist in tracking attendance and ensure discipline action forms are used when necessary; follow up meetings occur after each report.

Coordinate and execute emergency procedures and provide first aid in emergency situations; work with the Recreation Department to plan and execute search and rescue drills.

Ability to read and interpret documents such as safety rules and operating manuals.

Ensure that the swimming dock, swimming storage areas, the lifeguard office, and the surrounding areas are kept in a clean and orderly manner.

Maintain an inventory of equipment, areas and supplies; Survey waterfront area daily, keep the area free of hazards and debris, conduct a daily check of equipment for safety. Notify the Recreation Department before new supplies need to be ordered. Conduct initial and complete end-of-season inventory, and store equipment for safety.

Oversee all swimming classes and evaluate swim curriculum and all swim instructors.

Uphold the mission of the Recreation Department and demonstrate behaviors that reflect a determined and welcoming nature.

Performs similar or related work as required, or as situation dictates.

Errors could result in personal injury to self or others, delay of services, have monetary and legal repercussions, and adverse public relations for the town.

3. Supervision

Has direct supervisory responsibility for all Waterfront Staff; all lifeguards, gate guards, sailing instructors, and any volunteers, guests, and contracted renters.

4. Reporting Structure

Works under the general direction of the Assistant Recreation Director;
Performs responsible functions that require the exercise of independent judgment and initiative in assisting the Recreation Department in designated areas of administration, planning and daily operations. Most functions are accomplished with little or no direct supervision.

5. Physical Environment

Work is typically performed outdoors at either beach at Lake Massapoag; must be accessible by email or phone. Work is frequently conducted with regular interruptions from the general public. Position is 40 hours per week; nature of work performed frequently requires a flexible schedule including nights, weekends and holidays. Work days include a Friday-Tuesday schedule. Must be available May 1st – Labor Day; required to work on the July 3rd Celebration.

Moderate physical effort generally required; some physical effort required when performing duties in the field. Position requires the ability to lift, move, carry equipment weighing up to 100 lbs.

6. Education/Basic Knowledge

Bachelor's degree required; preferably in Recreation Management or related field and one year experience in the recreation field or similar setting; or an equivalent combination of education and experience.

Thorough understanding of aquatics and experience in delivering quality programs. The Waterfront Director should be a self-starter, able to work independently, be well organized, positive, enthusiastic, caring individual who enjoys working with youth and adults. The candidate should have a high ability to recruit, retain, and train staff/volunteers; while working within a team atmosphere, exemplifies a proactive, hands on and professional work ethic. Knowledge of the principles and practices of community recreation management and program curriculum management; working knowledge of department operations and functions. Must be proficient in website fundamentals, computers programs, and tablets. Computer programs include Microsoft Excel.

Special Requirements:

Possession of a Massachusetts motor vehicle operator's license

Must hold current Lifeguard Certification

Must hold current Water Safety Instructor Certification

Certification in CPR and First Aid

Certificate for completing the CDC Heads Up Concussion Training; valid within 1 year from completion date.

7. Experience

Bachelor's degree required; preferably in Recreation Management or related field and one year experience in the recreation field or similar setting; or an equivalent combination of education and experience. Excellent planning, organizational and customer service skills. Must be able to coordinate various programs and projects simultaneously.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.