



# Job Description

## Senior Recreation Supervisor

*Castlegar & District Recreation Department*  
Regional District of Central Kootenay

**TITLE OF IMMEDIATE SUPERVISOR:** Facility Manager

**TITLE OF IMMEDIATE SUBORDINATES:** Recreation Supervisor, Head Lifeguard, Camps Supervisor

**DEPARTMENT:** COMMUNITY SERVICES – Aquatics/Recreation/Fitness

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### SUMMARY OF POSITION:

Under the general supervision of the Facility Manager is responsible for implementing programs and services ensuring a high-quality experience by the general public utilizing the Castlegar and District Recreation Department and other recreation and fitness facilities, programs, and services in the area.

The Senior Recreation Supervisor will provide operational leadership to the recreation team and the fitness team and the aquatics team, is responsible for the safety & supervision of staff and patrons during a wide range of community recreation and fitness program operations including but not limited to:

In Fitness; oversee services delivery of the fitness center, fitness classes and programs, perform administrative duties to support the fitness operations.

In Recreation; oversee public arena programs, childminding programs, preschool programs, summer camps, perform administrative duties to support the recreation operations.

In Aquatics, oversee the aquatics center activities and programs, swim lessons, rentals, perform administrative duties to support the recreation operations.

They are also responsible for facilitating staff onboarding and training, scheduling staff and other administrative duties where required. The Senior Recreation Supervisor acts as a role model for all fitness, recreation, and aquatics leaders and staff. Success in this position requires a high degree of flexibility and an ability to work varying schedules to meet operational requirements.

### ROLE AND RESPONSIBILITIES:

1. Oversees and supervises the Fitness, Recreation, and Aquatics staff and operations. (not necessary to say they are supporting the FM – that's inferred as they are under their general supervision)..
2. Liaises and collaborates with the Regional Programming team as required in development, marketing, implementation and evaluation of recreation, fitness and aquatic programs for individuals and groups.
3. Directs and delegates operational staff, to ensure the execution of service delivery plans created by the programmer(s) and the Facility Manager operations.

4. Oversees staff to ensure appropriate scheduling of staff, including making adjustments to staff work schedules, and providing coverage for sick staff and daily shift changes.
5. Administers payroll through established processes and approves bi-weekly timesheets for all subordinates.
6. Together with their subordinates, ensures the Health & Safety of staff by conducting safety inspections, training workers and ensuring they are aware of potential hazards and the availability & appropriate use of personal protective equipment and other H&S equipment.
7. Together with their subordinates, schedules and leads staff onboarding training for new employees, conducts in-services, schedules staff meetings and facilitates staff training and development sessions.
8. Ensures required certifications of staff are held & maintained as appropriate
9. Reacts to emergency situations and performs first aid when required, ensuring appropriate reports and paperwork is filed.
10. Demonstrates exceptional customer service skills and acts as a role model and mentor to recreation and fitness staff by upholding high levels of service. Responsible for trouble shooting and handling customer concerns as needed.
11. Develops and assists with the maintenance of guidelines, policy and procedure manuals, as directed, and effectively communicates changes to customers and staff in a timely manner.
12. Ensures that storage spaces and equipment are organized, that inventories are maintained, and recommends repair and/or disposal of worn or obsolete equipment.
13. Responsible for trouble shooting and handling customer concerns as needed, including collecting feedback from patrons, and works with the Manager to make improvements.
14. Assists the Regional Programming Team to ensure the delivery of quality programs that adhere to government standards, department policies and professional regulations.
15. Ensures the professionalism of staff, including setting expectations for, and holding staff accountable to, wearing appropriate dress, being pleasant to customers, and arriving prepared and on time for their shifts.
16. Ensures daily maintenance and cleaning scheduled of fitness and recreation areas, taking a proactive approach to maintenance & safety.
17. Performs other related duties when required.

#### REQUIRED QUALIFICATIONS AND EXPERIENCE:

- A diploma in a related field and training in supervision, recreation leadership, fitness leadership, or aquatics leadership.
- Minimum three (3) years experience in aquatics and/or recreation and/or fitness
- Minimum two (2) years experience in a supervisory role
- An acceptable combination of education and experience may be considered.
- National Coaching Certificate, High Five Training, Early Childhood Education Certificate, Group Fitness Certification, or other equivalent professional award, are considered assets.
- Standard First Aid with CPR-C with AED
- Valid Class 5 Drivers License and Satisfactory Drivers Abstract
- Satisfactory Criminal Record

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to organize and direct others in the delivery of recreation/fitness/aquatics programs and services for various ages and interest groups.
- Demonstrated verbal and written communication skills, including excellent customer services and public relation skills.
- Demonstrated leadership and team building skills and ability to build strong professional relationships.
- Excellent customer service and public relation skills.
- Knowledge and proven skills building relationships with patrons and dealing with behavior management both with children and parents/adults.
- Independent decision-making, problem solving and analytical skills.
- Ability to meet deadlines in a constantly changing service environment.
- A high level of creativity and flexibility.
- Proficient computer skills including MS Office (Excel, Word and Outlook) and other related office equipment. Experience using recreation software including registration, bookings and administrative functions would be an asset.
- Commitment to the RDCK values: Health and Safety, Integrity, Accountability and Respect

ACCEPTANCE:

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

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Employee Name	Employee Signature	Date
_____	_____	_____
Employer Representative Name	Employer Representative Signature	Date