

City of Saint Paul - Parks and Recreation – Operations
 Aquatics Job Family Competency Matrix – July 16, 2008
Each competency builds upon the other as the class series progresses.

Effective Date: August 6, 2008

Classification Titles	Life Guard - Seasonal and Year Round Occupation Codes: 550 and 140B EG 99, Grade 20H and EG 02, Grade 051 Salary Info (02) Salary Info (99)	Water Safety Instructor – Seasonal and Year Round Occupation Codes: 551 and 144B EG 99, Grade 21H and EG 02, Grade 054 Salary Info (02) Salary Info (99)	Assistant Aquatics Facility Supervisor – Seasonal and Year Round Occupation Codes: 249B and 247B EG 99, Grade 28H and EG 02, Grade 052 Salary Info (02) Salary Info (99)	Aquatics Facility Supervisor – Seasonal and Year Round Occupation Codes: 250B and 248B EG 99, Grade 19H and EG 02, Grade 053 Salary Info (02) Salary Info (99)
General Duty Statements	Performs entry-level aquatics public safety work, monitoring and preserving order at a municipal beach, swimming pool, aquatic center, water park, and/or a children’s day camp. Teaches patrons swimming skills. Anticipates and recognizes aquatics emergencies. Participates in weekly or quarterly aquatics audits. Administers emergency treatment and uses emergency equipment during aquatic emergencies. Provides quality customer service. Adheres to a work schedule and hours assigned. Attends all mandatory staff meetings and in-service training sessions. Performs related duties as assigned.	Performs intermediate-level aquatic instructional work. Instructs others in safety precautions to be observed at a pool, aquatic center, water park, or beach. Instructs junior lifeguards in life-saving methods. Anticipates and recognizes an aquatics emergency. Participates in weekly or quarterly aquatics audits. Administers emergency treatment and uses emergency equipment during an aquatics emergency. Provides quality customer service by maintaining an orderly, friendly, clean, and safe environment. Adheres to a work schedule and hours assigned. Attends all mandatory staff meetings and in-service training sessions. Performs related duties as required.	Performs supervisory work, assisting with supervision of staff and monitoring of a municipal beach, a swimming pool, aquatic center, water park, and/or children’s day camp. Provides input and feedback for the hiring process, and orients assigned staff as directed. Assists in assigning and scheduling employees. Anticipates, recognizes, and manages aquatics emergencies. Coordinates and implements the Water Instructional Programming, training staff to administer emergency treatment and use emergency equipment. Trains staff in Emergency Procedure First Response and orients staff using the Employees Guide to Safe Practices and Operations, Material Safety Data Sheets Book, and OSHA-required facility inspections procedures. Executes quarterly and random weekly audits. Verifies employee hours and completes employee time sheets. Attends all mandatory meetings and in-service training sessions. Performs related duties as required.	Performs supervisory work in the management of aquatics facilities or events. Conducts interviews, hires employees, completes performance reviews, and motivates and coaches staff. Anticipates, recognizes, and manages aquatics emergencies. Trains instructional staff to administer emergency treatment and use emergency equipment. Ensures that staff provide quality customer service and maintain an orderly, friendly, clean, and safe environment. Trains and orients staff in Emergency Procedure First Response, Employees Guide to Safe Practices and Operations, the Material Safety Data Sheets Book, and OSHA-required facility inspections procedures. Executes quarterly and weekly random aquatics emergency audits. Coordinates the opening and closing of an assigned facility at the beginning and end of the season. Attends all mandatory meetings and in-service training sessions. Performs related duties as assigned.
Supervision Received	Works under the close supervision of a unit supervisor.	Works under the close supervision of a unit supervisor.	Works under the technical, general, and/or administrative supervision of a unit or division manager.	Works under the general and/or administrative supervision and direction of a manager or a department director.
Supervision Exercised	None	None	May exercise technical supervision over lower-level support, technical, or professional staff.	Exercises technical, general, and/or administrative supervision over assigned staff.

City of Saint Paul - Parks and Recreation – Operations
 Aquatics Job Family Competency Matrix – July 16, 2008
Each competency builds upon the other as the class series progresses.

Effective Date: August 6, 2008

	Life Guard - Seasonal and Year Round	Water Safety Instructor – Seasonal and Year Round	Assistant Aquatics Facility Supervisor – Seasonal and Year Round	Aquatics Facility Supervisor – Seasonal and Year Round
<p align="center">Technical Expertise, Technology Used, Risk, and Work Methods</p>	<p>Demonstrates a basic understanding and familiarity with the procedures, techniques, and public safety practices at an aquatics facility or event. Demonstrates an ability to identify and apply this understanding to resolve routine problems associated with the work.</p> <p>Demonstrates swimming skills, defined as being able to swim 200 yards, tread water for two (2) minutes and swim in twelve (12) feet of water to retrieve a ten (10) pound brick.</p> <p>Demonstrates an understanding of life-saving techniques and an ability to administer professional medical emergency treatment and utilize emergency equipment until additional professional assistance arrives.</p> <p>Demonstrates an ability to recognize basic potential risks and liabilities. Demonstrates an ability to anticipate and manage an aquatic emergency and participate in an aquatics audit.</p> <p>Demonstrates an ability to ensure public safety by monitoring and scanning assigned area, implementing preventative aquatic emergency procedures, and rescuing patrons in need of assistance.</p> <p>Demonstrates an ability to use current software and technology applicable to the job and safely use and maintain aquatics equipment to perform routine work assignments.</p> <p>Demonstrates an ability to perform physical activities such as swimming, pulling, bending, stooping, lifting, and carrying equipment, tools, and supplies of up to fifty (50) pounds and maneuver them around obstacles.</p> <p>Demonstrates an ability to perform pool storage and locker room cleaning tasks, work with a Certified Pool Operator to properly use chemicals, and use other safety equipment in an efficient and safe manner.</p>	<p>Demonstrates a full understanding and familiarity with the procedures, techniques, terms, and swimming instruction practices as defined by the Water Instructor Program (WIP) certification. Demonstrates an ability to apply such understanding in instructing others.</p> <p>Demonstrates a full understanding of life-saving techniques. Demonstrates an ability to administer professional medical emergency treatment and utilize emergency equipment until additional professional assistance arrives.</p> <p>Demonstrates an ability to recognize basic potential risks and liabilities, address routine risks, and refer issues when appropriate.</p> <p>Demonstrates an ability to anticipate and manage an aquatic emergency and participate in an aquatics audit.</p> <p>Demonstrates an ability to perform physical activities such as swimming, pulling, bending, stooping, lifting, and carrying equipment, tools, and supplies of up to fifty (50) pounds and maneuver them around obstacles.</p> <p>Demonstrates a full ability to ensure public safety by monitoring and scanning assigned area, implementing preventative aquatic emergency procedures, and rescuing patrons in need of assistance.</p> <p>Demonstrates a full ability to use current software and technology applicable to the job and safely use and maintain aquatics equipment used to perform routine and complex work assignments.</p> <p>Demonstrates an ability to perform pool storage and locker room cleaning tasks, work with a Certified Pool Operator to properly use chemicals, and use other safety equipment in an efficient and safe manner.</p>	<p>Demonstrates an advanced understanding of the current organization structure, policies, and procedures of the Division and the City. Demonstrates an advanced understanding of the procedures, techniques, terms, and practices for monitoring and managing an aquatics facility or event. Demonstrates an ability to apply this understanding to a full-range of work assignments.</p> <p>Demonstrates an ability to instruct, train, coach and mentor employees and volunteers working at aquatics facilities or events.</p> <p>Demonstrates an understanding of life-saving techniques and an ability to administer professional medical emergency treatment and monitor emergency situations until additional professional assistance arrives.</p> <p>Demonstrates an ability to identify the full range of risks and liability implications, and to apply expertise in minimizing associated risks and to refer the legal issues to a higher supervisor, manager, or the City Attorney’s Office.</p> <p>Demonstrates an ability to perform duties of an Aquatics Facility Supervisor when assigned and regular lifeguard duties as needed.</p> <p>Demonstrates an ability to ensure public safety by monitoring assigned area, implementing preventative aquatic emergencies procedures, and rescuing patrons in need of assistance.</p> <p>Demonstrates an understanding of inventory management, supply ordering, and record keeping and an ability to apply this knowledge in performing daily activities.</p> <p>Demonstrates an ability to perform physical activities such as swimming, pulling, bending, stooping, lifting, and carrying equipment, tools, and supplies of up to fifty (50) pounds and maneuver them around obstacles.</p> <p>Demonstrates an ability to perform pool storage and locker room cleaning tasks, work with a Certified Pool Operator to properly use chemicals, and use other safety equipment in an efficient and safe manner.</p>	<p>Demonstrates an expert understanding of the current organizational structure, policies, and procedures of the Division and the City. Demonstrates an expert understanding of procedures, techniques, terms, and practices for proper monitoring and managing of an aquatics facility or event. Demonstrates an ability to apply this understanding to a full-range of work assignments.</p> <p>Demonstrates an expert understanding of the business needs of the City and the Division, its facilities, assets, and programs, and takes appropriate action to assign staff and resources needed to maintain and/or complete project and program responsibilities.</p> <p>Demonstrates an expert understanding of the most current and effective work methods and an ability to instruct others in such best practices.</p> <p>Demonstrates an ability to evaluate the work of staff, to coach and train them in a constructive way for improved performance, and to hold them accountable when work does not meet expectations.</p> <p>Demonstrates an expert ability to identify the full range of risks and liability implications, to apply expertise in minimizing associated risks, and to refer the legal issues to a higher-level manager or the City Attorney’s Office.</p> <p>Demonstrates a full performance understanding of the operation of maintenance equipment and tools, office equipment, and computer software.</p> <p>Demonstrates an ability to perform physical activities such as swimming, pulling, bending, stooping, lifting, and carrying equipment, tools, and supplies of up to fifty (50) pounds and maneuver them around obstacles.</p> <p>Demonstrates an ability to conduct analyses of equipment maintenance, determine replacement or procurement needs, and make appropriate recommendations. Demonstrates an ability to apply this understanding and an ability to resolve the full range of work-related challenges.</p> <p>Demonstrates an advanced ability to instruct, train, coach and mentor employees and volunteers working at aquatic facilities or events.</p>

City of Saint Paul - Parks and Recreation – Operations
 Aquatics Job Family Competency Matrix – July 16, 2008
Each competency builds upon the other as the class series progresses.

Effective Date: August 6, 2008

Shared Competencies	Life Guard – Seasonal and Year Round	Water Safety Instructor – Seasonal and Year Round	Assistant Aquatics Facility Supervisor – Seasonal and Year Round	Aquatics Facility Supervisor – Seasonal and Year Round
<p align="center">Problem Solving, Prioritization, Project and Program Management, Planning and Finances</p>	<p>Demonstrates an ability to quickly gain an understanding of the priorities, goals, and objectives of a work or project assignment and a basic understanding of the Division mission and vision.</p> <p>Demonstrates an understanding and an ability to proactively resolve a range of problems associated with water safety in an assigned area and asks for help or notifies the supervisor of problems that cannot be resolved.</p> <p>Demonstrates an ability to plan, coordinate, and monitor work assigned.</p> <p>Demonstrates an ability to prioritize own work and coordinate the work of others, meet deadlines, and adhere to work schedule and hours assigned.</p> <p>Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to take responsibility for own action, taking initiative by anticipating and planning next steps with assigned project.</p> <p>Demonstrates an ability to maintain work area in a neat and orderly manner.</p>	<p>Demonstrates a full understanding of the priorities, goals, and objectives of the Division. Demonstrates a full understanding of the operations, and a common understanding of the Division mission and vision.</p> <p>Demonstrates a full ability to independently initiate, plan, and coordinate multiple, routine projects.</p> <p>Demonstrates, consistently, an ability to independently prioritize one’s own work and the work of others.</p> <p>Demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete routine assignments associated with assigned work.</p> <p>Demonstrates an ability to identify and resolve the most complex challenges associated with water safety instruction</p> <p>Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an ability to proactively lead others in ensuring the public safety of patrons at an aquatics facility or event.</p> <p>Demonstrates an ability to keep work area neat and orderly manner.</p>	<p>Demonstrates an advanced understanding of the priorities, goals, and objectives of the Division. Demonstrates an understanding of the Division mission and vision.</p> <p>Demonstrates an advanced performance ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates a full performance ability to independently prioritize one’s own work and the work of others, including scheduling and assigning staff and resources.</p> <p>Demonstrates a full performance ability to motivate and coach others regarding work assignments, problem solving, and decision making.</p> <p>Demonstrates a full performance ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with assigned work.</p> <p>Demonstrates an ability to coordinate the procurement of materials and resources required for the effective completion of work of the unit. Demonstrates an ability to identify improvements in such procurement processes and procedures.</p> <p>Demonstrates an ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an ability to plan, coordinate, monitor, and manage projects and an ability to develop factors for measuring project success in assigned area of responsibility. Demonstrates an ability to appropriately monitor the overall distribution of projects or assignments.</p> <p>Demonstrates a full performance ability to supervise assigned staff and volunteers in monitoring and maintaining an aquatics facility or event.</p>	<p>Demonstrates an expert understanding of the priorities, goals, and objectives of the Division. Demonstrates an understanding of the Division mission and vision.</p> <p>Demonstrates an expert ability to plan, coordinate, monitor, and manage staff and volunteers in monitoring and maintaining an aquatics facility or event. Demonstrates an advanced ability to coach employees regarding work assignments, problem solving, and decision making.</p> <p>Demonstrates an expert ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates an expert ability to independently prioritize one’s own work and the work of others, including scheduling and assigning staff and resources.</p> <p>Demonstrates an expert ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with assigned work.</p> <p>Demonstrates an expert ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an expert ability to identify and resolve the most complex challenges associated with the facilities, assets, and resources under their control.</p> <p>Demonstrates an ability to assist in the preparation of an annual facility budget and demonstrates an ability to monitor facility-budgeted dollars relative to employee hours, supplies, and equipment. Demonstrates an ability to follow all City policies regarding cash-handling functions.</p> <p>Demonstrates an ability to develop factors for measuring success in assigned area of responsibility. Demonstrates an ability to appropriately monitor the overall distribution of projects. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates an expert ability to direct staff in providing and maintaining quality facilities and programs under their jurisdiction.</p>

City of Saint Paul - Parks and Recreation – Operations
 Aquatics Job Family Competency Matrix – July 16, 2008
Each competency builds upon the other as the class series progresses.

Effective Date: August 6, 2008

Shared Competencies	Life Guard – Seasonal and Year Round	Water Safety Instructor – Seasonal and Year Round	Assistant Aquatics Facility Supervisor – Seasonal and Year Round	Aquatics Facility Supervisor – Seasonal and Year Round
<p>Communication</p>	<p>Demonstrates an ability to effectively listen, speak, and interact tactfully in a work group or with the public. Demonstrates verbal and written ability to work collaboratively with citizens and departmental staff.</p> <p>Demonstrates an ability to follow detailed oral and written instructions.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to develop positive working relationships with internal and external customers.</p> <p>Demonstrates an ability to complete required departmental forms, records, and daily reports in a clear and timely manner.</p> <p>Demonstrates an ability to communicate with their supervisor and coworkers on a daily basis.</p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates verbal and written ability to work collaboratively with citizens, vendors, and departmental staff.</p> <p>Demonstrates an ability to respond to a variety of complaints in verbal and written form.</p> <p>Demonstrates an ability to consistently follow detailed oral and written instructions from supervisors or departmental staff.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to coordinate and develop positive working relationships and an ability to influence internal and external customers. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to provide clear, sufficient, and timely information to patrons and team members regarding water safety instruction.</p> <p>Demonstrates a written and verbal ability to appropriately respond to information requests from internal and external customers.</p> <p>Demonstrates an ability to produce effective reports and other correspondence to ensure proper communication with their supervisor and team members.</p> <p>Demonstrates an ability to coordinate and communicate with direct supervisor on a daily basis.</p>	<p>Demonstrates a full performance ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates an ability to respond to a variety of complaints in verbal and written form.</p> <p>Demonstrates an ability to consistently follow complex oral and written instructions from higher-level supervisors or management staff.</p> <p>Demonstrates an ability to effectively communicate with a diverse group of employees, associates, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to develop positive working relationships and an ability to influence internal and external customers, including vendors, interest groups, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to foster two-way communication, to listen and be open to the views or suggestions from the team and upper-level management.</p> <p>Demonstrates an ability to provide clear, sufficient, and timely information to patrons and team members regarding plans, expectations, tasks, and activities.</p> <p>Demonstrates an ability to produce timely, accurate, and effective reports, time sheets, work orders, memoranda, and other correspondence to ensure proper communication with staff, associates, and management.</p> <p>Demonstrates an ability to coordinate and communicate with direct supervisor on a daily basis or as needed.</p>	<p>Demonstrates an expert ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates both verbal and written ability to work collaboratively with employees, associates, citizens, and other customers.</p> <p>Demonstrates an expert ability to consistently follow complex oral and written instructions from management staff.</p> <p>Demonstrates an ability to effectively communicate with a diverse group of employees, associates, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to coordinate and develop positive working relationships and an ability to influence internal and external customers, including vendors, interest groups, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to foster two-way communication, to seek out, listen, and be open to the views or suggestions from staff, associates, and management.</p> <p>Demonstrates an expert ability to provide clear, sufficient, and timely information to staff about plans, expectations, tasks, and activities.</p> <p>Demonstrates both written and verbal ability to appropriately respond to information requests from internal and external customers in a timely manner.</p> <p>Demonstrates an expert ability to coordinate and communicate with direct supervisor/manager on a daily basis or as needed.</p>

City of Saint Paul - Parks and Recreation – Operations
 Aquatics Job Family Competency Matrix – July 16, 2008
Each competency builds upon the other as the class series progresses.

Effective Date: August 6, 2008

Shared Competencies	Life Guard – Seasonal and Year Round	Water Safety Instructor – Seasonal and Year Round	Assistant Aquatics Facility Supervisor – Seasonal and Year Round	Aquatics Facility Supervisor – Seasonal and Year Round
<p align="center">Teamwork, Leadership, and/or Management</p>	<p>Demonstrates an ability to support the team’s effort by communicating and coordinating with internal staff and team members to effectively prioritize assigned tasks.</p> <p>Demonstrates effective team membership by showing initiative, including finding more work to do when work is completed, being self motivated, accepting of assignments, and asking for or offering assistance to team members.</p> <p>Demonstrates anticipatory leadership by understanding specific roles, and work responsibilities of others and anticipating how to effectively work together to accomplish the team’s assigned tasks.</p> <p>Demonstrates an understanding of and an ability to guide co-workers to achieve desired results.</p> <p>Demonstrates an ability to be punctual, adaptable, and accountable in their daily work assignments. Demonstrates an ability to self manage their time and appropriately prioritize their work assignments.</p> <p>Demonstrates an ability to make decisions independently and as a part of the group decision-making process.</p> <p>Demonstrates effective team membership by being self-motivated, accepting of assignments, and routinely taking the initiative to perform in an effective manner.</p>	<p>Demonstrates an ability to support the team’s effort by communicating and coordinating with internal staff and team members to effectively prioritize assigned tasks.</p> <p>Demonstrates effective team membership by showing initiative, including finding more work to do when work is completed, being self motivated, accepting of assignments, and asking for or offering assistance to team members.</p> <p>Demonstrates anticipatory leadership by understanding specific roles, and work responsibilities of others and anticipating how to effectively work together to accomplish the team’s assigned tasks.</p> <p>Demonstrates an understanding of and an ability to guide co-workers to achieve desired results.</p> <p>Demonstrates an ability to be punctual, adaptable, and accountable in their daily work assignments. Demonstrates an ability to self manage their time and appropriately prioritize their work assignments.</p> <p>Demonstrates an ability to make decisions independently and as a part of the group decision-making process.</p> <p>Demonstrates effective team membership by being self-motivated, accepting of assignments, and routinely taking the initiative to perform in an effective manner.</p>	<p>Demonstrates an ability to support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff supervised.</p> <p>Demonstrates an ability to create and maintain a positive working environment by understanding the team members’ capabilities and interests, sharing expertise with team members, exhibiting safe work practices when working as a member of the crew, and developing a trusting work relationship with the team members.</p> <p>Demonstrates an ability to manage the team’s priorities and work performance to achieve desired results. Demonstrates an ability to compile, manage, and report data that monitors performance.</p> <p>Demonstrates an ability to manage priorities and work performance to achieve desired results. Demonstrates an ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to assist the supervisor in conducting consistent, fair, and equitable performance evaluations.</p> <p>Demonstrates an advanced ability to establish and maintain positive working relationship with the supervisor. Demonstrates an ability to maintain two-way communications, produce consistent results, advocate for the team when appropriate, and offering expertise to improve processes and systems.</p> <p>Demonstrates a commitment to achieve a diverse work force that reflects the City as a whole. Demonstrates an ability to foster a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p> <p>Demonstrates an ability to set expectations and provide training, development, coaching, and mentoring for employees.</p> <p>Demonstrates a full range of leadership skills by effectively balancing their primary work assignment with responsibilities as a member of the management team.</p> <p>Demonstrates an ability to make ethical decisions and choices, be innovative, and challenge old ways of thought when appropriate.</p>	<p>Demonstrates an expert ability to support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff supervised.</p> <p>Demonstrates an ability to create and maintain a positive working environment by sharing expertise with team members, fostering safe work practices, and developing a trusting work relationship with and among team members.</p> <p>Demonstrates a commitment to achieve a diverse work force that reflects the City as a whole. Demonstrates an ability to foster a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p> <p>Demonstrates an expert ability to manage priorities and work performance to achieve desired results. Demonstrates an ability to compile, manage, and report data that monitors performance.</p> <p>Demonstrates an expert ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to conduct consistent, fair, and equitable performance evaluations.</p> <p>Demonstrates an expert ability to establish and maintain a positive working relationship with the manager and other supervisors producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.</p> <p>Demonstrates an expert ability to lead and train others to make ethical decisions and choices, to be innovative, and challenge old ways of thought when appropriate.</p>

City of Saint Paul - Parks and Recreation – Operations
 Aquatics Job Family Competency Matrix – July 16, 2008
Each competency builds upon the other as the class series progresses.

Effective Date: August 6, 2008

Shared Competencies	Life Guard – Seasonal and Year Round	Water Safety Instructor – Seasonal and Year Round	Assistant Aquatics Facility Supervisor – Seasonal and Year Round	Aquatics Facility Supervisor – Seasonal and Year Round
Customer Service	<p>Demonstrates an understanding of Division’s mission, vision, and associated customer service standards. Demonstrates an ability to apply this understanding in day-to-day operations.</p> <p>Demonstrates an understanding of who the customer is and a respect for all customers, both internal City staff and the public.</p> <p>Demonstrates an ability to respond to routine customer needs in a polite and respectful manner.</p> <p>Demonstrates an understanding of the entire system, having taken the initiative to learn about the system, and an ability to know when to refer a customer service issue to a higher-level employee.</p> <p>Demonstrates a commitment to customer service by being patient, attentive, and respectful.</p> <p>Demonstrates an ability to quickly respond to customer service issues that need to be directed to more knowledgeable staff members.</p> <p>Demonstrates an ability to assist in identifying and responding to the needs of the internal and external customers.</p> <p>Demonstrates an ability to apply their knowledge of the system to address customer concerns or better direct a customer to the appropriate resources.</p>	<p>Demonstrates a full understanding of Division’s mission, vision, and associated customer service standards by working to provide a positive example in consistently working in accordance with the established standards. Demonstrates an ability to apply this understanding in daily assignments.</p> <p>Demonstrates an ability to promptly and appropriately respond to requests for service from internal and external customers by resolving those issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to assist upper-level management in identifying customer service needs and establishing customer service standards by raising legitimate concerns received from team members or the public.</p> <p>Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by co-workers and supervisors.</p>	<p>Demonstrates an advanced understanding of the Division’s mission, vision, and associated customer service standards by working to provide a positive example in consistently working in accordance with the established standards, by suggesting and implementing improvements to the standards, and by encouraging staff to meet and exceed the standards.</p> <p>Demonstrates an ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers resolving issues as they arise, and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by staff and management.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to staff and team members.</p>	<p>Demonstrates an expert understanding of the Division’s mission, vision, and associated customer service standards by working to provide a positive example in consistently working in accordance with the established standards, by suggesting and implementing improvements to the standards, and by encouraging staff to meet and exceed the standards.</p> <p>Demonstrates an expert ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers resolving issues as they arise and quickly responding to situations referred by less knowledgeable staff members.</p> <p>Demonstrates an ability to assist upper-level management in identifying customer service needs and establishing customer service standards by raising legitimate concerns received from staff members or the public.</p> <p>Demonstrates an expert ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by staff and management.</p> <p>Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards to staff and team members, Demonstrates an ability to train and coach others in effective customer service strategies and encourages others to continually improve customer service.</p>

Requirements				
	Life Guard – Seasonal and Year Round	Water Safety Instructor – Seasonal and Year Round	Assistant Aquatics Facility Supervisor – Seasonal and Year Round	Aquatics Facility Supervisor – Seasonal and Year Round
Education, Certifications, and Registrations	<p>Must possess swimming skills. (Swimming skills are defined as being able to swim 200 yards, tread water for 2 minutes and swim in 12 feet of water.)</p> <p>Must pass the life-guard training class approved by the Division of Parks and Recreation before employment and maintain current life-guard licensure, including Coronary Pulmonary Resuscitation, Automatic Electric Defibrillator, Oxygen, and First Aid Certification to continue employment.</p> <p>An ability to speak in a language other than English is a plus, not a requirement.</p> <p>Note:</p> <p>Proof of certifications and licensure must be submitted to hiring authority upon conditional job offer. Swimming skills will be evaluated upon conditional job offer.</p>	<p>Must be fifteen (15) years of age.</p> <p>Must pass the Water Safety Instructor (WSI) training class approved by the Department of Parks and Recreation before employment and maintain current WSI certification to continued employment.</p> <p>An ability to speak in a language other than English is a plus, not a requirement.</p> <p>Note:</p> <p>Proof of WSI certification must be submitted to hiring authority upon conditional job offer. Swimming skills will be evaluated upon conditional job offer.</p> <p>Or, must complete the City’s Swim Lesson Instructional Training and Life Guard Training Program upon conditional job offer.</p>	<p>Must have current certification and/or licensure in the following areas: Adult, Child and Infant Coronary Pulmonary Resuscitation , First Aid, Life Guard Training, Automatic Electric Defibrillator, Oxygen, and Water Safety Instruction Training.</p> <p>Must have two seasons of full-time experience as a Life Guard, Water Safety Instructor, or equivalent.</p> <p>Must pass the Water Safety Instructor (WSI) training class approved by the Department of Parks and Recreation or complete the City’s Swim Lesson Instructional Training Program before employment and to continue employment.</p> <p>An ability to speak in a language other than English is a plus, not a requirement.</p> <p>Note:</p> <p>Proof of certifications and licensure listed above must be submitted to hiring authority upon conditional job offer.</p>	<p>Must have current certification and/or licensure in Adult, Child and Infant Coronary Pulmonary Resuscitation , Automatic Electric Defibrillator, Oxygen, First Aid, Life Guard Training, and Water Safety Instructor Training.</p> <p>Must have three seasons of full-time experience as a Life Guard, Water Safety Instructor, or equivalent, and one full-time season of experience as an Assistant Aquatics Facility Supervisor or equivalent.</p> <p>Must pass a Water Safety Instructor (WSI) training class approved by the Department of Parks and Recreation or the City’s Swim Lessons Instructional Training Program before employment and to continue employment.</p> <p>An ability to speak in a language other than English is a plus, not a requirement.</p> <p>Note:</p> <p>Proof of certifications and licensure listed above must be submitted to hiring authority upon conditional job offer.</p>

I:\HR-Competencies\Pilot.Projects.&.Non-Pilot Projects\Parks-Aquatics\Aquatics Titles Competency Matrix eff. 8-6-08 with AR 8-29-08.doc