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Program Supervisor – Aquatics & Events

REC-Pan Am-Admin

Regular Full Time

MOL Supervisor

Markham, ON, CA

Today

Requisition ID: 4301

Salary Range:

\$80,716.00 To \$101,741.00 Annually

The City of Markham is proud to be recognized for the 5th consecutive year as one of Canada's Best Employers by Forbes and Statista Inc. In 2025, the City of Markham is ranked 2nd among municipalities in Canada and 12th overall for Government Services. The recipient of multiple environmental awards, we are recognized for our innovative sustainability and urban planning initiatives as well as our fiscal accountability. More than 366,000 residents call Markham home and benefit from our rich heritage, culturally diverse environment, vibrant local economy and focus on quality of life.

Applications are now being accepted for this regular full time position in the Recreation Services Department, Community Services Commission. To apply for this position, please submit your resume and cover letter online by **June 4, 2025**.

Job Summary

Reporting to the Program Coordinator, Sports & Events the Program Supervisor - Aquatics will work as part of the Markham Pan Am Centre team responsible for the supervision of a large part-time staff complement and delivery of high-performance training and event services for new and existing clients in the 50M Pool and 36,000 sq ft gymnasium.

The Program Supervisor-Aquatics will be assigned a program portfolio that includes the oversight of the Lifesaving Club of Markham and servicing the training and competitive requirements of local/regional aquatics clubs. This includes administration of programs while being an integral member of the Aquatics City-Wide functional team. This position will assist in leading the quality assurance program at the Markham Pan Am Centre. This position will mentor, support, motivate and provide guidance on performance management of all part time aquatic staff while maintaining positive relationships with fellow area staff, residents, community groups and clients.

Responsibilities

- Providing administration and supervision for aquatics services within a defined program portfolio at the Markham Pan Am Centre.
- Ensuring facility safety and supervision in accordance with City of Markham policies, Ontario Public Pool Regulations, and other applicable governing bodies such as the Lifesaving Society or Technical Standards and Safety Authority (TSSA).
- Recruiting, hiring, training, scheduling and discipline of part-time staff and volunteers.
- Payroll and managing performance of part-time staff.
- Assist with development and ongoing monitoring of operating budgets including identification of capital budget needs.
- Ensuring an environment of customer service excellence exists when dealing with all internal and external stakeholders.
- Competently administer emergency procedures for the facility; lead staff in the management of a major emergency including evacuation of the facility if required.
- Other duties as assigned.

Requirements

- Post-secondary education (College diploma or University degree) in recreation, sport administration, event management or appropriate discipline
- Minimum of one to three years full time supervisory experience in aquatics or related field in a similar environment. Preference will be given to candidates with experience in a competitive event management setting.
- Must hold current certification in the following: National Lifeguard, Standard First Aid with CPR C and AED; and Aquatic Supervisor Training.
- Qualified to teach and examine National Lifeguard and Lifesaving Society Swim and Lifesaving Instructor Course.
- Weekend and evening work required.

Core Behaviours

- **Service Excellence:** Leads and supports staff in meeting or exceeding service standards when interacting with customers.
- **Change & Innovation:** Effectively implements change and supports and involves staff through change transitions.
- **Teamwork & Relationship Building:** Leads and supports staff in working together collaboratively, fosters teamwork and inclusion, and cultivates relationships.
- **Communication:** Models active listening and clear communication, and supports staff members in communicating effectively.
- **Accountable Results Oriented:** Role models ethical behaviour and accountability; clarifies expectations, policies and legislation and supports staff in meeting them.
- **Management & Leadership:** Supports a positive work environment, develops and enables staff, sets clear expectations, provides regular feedback, and addresses performance.

The City of Markham is committed to inclusive, accessible, and barrier free employment practices and to creating a workplace that reflects and supports the diversity of the community we serve. Please let us know if you require an accommodation and we will work with you to ensure a barrier free hiring process.

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