Field Supervisor Responsibilities

## Job Overview

As a Field Supervisor you will be responsible for ensuring that our facilities meet the excellent customer service standard that comes with the Midwest Pool Management name.

The Field Supervisor role is a fast-paced partnership with the facility management staff. In this position there will be daily and direct interaction with field staff and District Managers. The Field Supervisor will be a partner of the facility manager to ensure that the teams of staff they are responsible for have the knowledge, skills, resources, and training needed to achieve company and personal success

A successful individual will offer solutions and resolve issues using a combination of individual research, predetermined escalation processes and established partnerships with other service and office staff. Additionally, they will possess strong organizational and communication skills, and understand operational rhythms and consistently meet deadlines. This position requires reliable transportation.

Please note that all Field Supervisors must possess or be willing to acquire a current Lifeguard certification.

## Primary Responsibilities

* Perform facility inspections evaluating for quality of operation; including safety, cleanliness, professionalism of staff, lifeguard audits, and customer service
* Perform Guest Surveys
* Assist managers in maintaining a safe, clean environment that exceeds the client’s expectations
* Monitor and report on pool supply inventories
* Assist in scheduling of lifeguards, cashiers, and concession workers as needed
* Assist with pre and post season work
* Document all maintenance issues and keep an up to date list
* Assist managers in troubleshooting problems as they arise at the facility. This encompasses personnel, operational and water quality issues.
* Basic pool pump and filter maintenance, strong ability to troubleshoot problems
* Vacuuming/Skimming/Brushing Pools
* Maintain Chemical Levels, Testing Water, Adding Chemicals
* Following chemical dosage charts and calculating need adjustments

**Professionalism**

As a Field Supervisor, you should consistently be the epitome of professionalism in both appearance and attitude. You will interact with clients in a professional manner. Just as our staff, you are required to be in full uniform at all times and be punctual and timely. You will not be able to enforce the lifeguards being in uniform if you are not yourself.

Your uniform should consist of:

* Field Supervisor / Manager t-shirt or polo
* Khakis or red, black or gray shorts
* Sunglasses
* Sunscreen
* Swim suit should be readily available at all times

**Requirements**

* Experience with Google Docs, sheets and calendars
* Excellent communication skills both written and verbal
* Ability to prioritize and complete projects within deadline
* Ability to work both independently and in a team environment.
* Be proactive, extremely motivated, and highly organized.
* Ability to work to in a high-volume environment.
* Attend and actively participate in weekly & biweekly meetings
* Have RELIABLE TRANSPORTATION
* A working and reliable cell phone with a camera and photo receiving/sending capabilities
* Ability to follow GPS maps
* A valid driver's license
* Work Evenings, weekend and Holiday hours
* Be a part of an on-call schedule

**Physical Demands**

* Ability to respond to emergencies and administer first aid and CPR effectively
* Ability to operate pool equipment and machinery
* Ability to lift 50+ pounds and transport 50+ feet