



## JCC AQUATICS DIRECTOR

**Job Type:** Full-time (40 hours per week)

**Salary:** From \$80,000 annually

**Location:** Prosserman JCC (4588 Bathurst Street, North York, ON) & Schwartz/Reisman Centre (9600 Bathurst Street, Vaughan, ON) – Must be able to work at both locations.

### Who We Are:

The Jewish Community Centre (JCC) is more than just a workplace—it's a vibrant hub of culture, connection, and community. As one of the largest engagement platforms in the Greater Toronto Area, we offer a diverse range of programs, including arts, fitness, education, daycare, summer camps, and more.

With a bold goal to triple our community engagement by 2026, we are on a transformative path to become the beating heart of Jewish life in the region. Join us in shaping the future of the JCC experience for 75,000+ people annually!

### Role Summary:

The Director of Aquatics is a key leadership role responsible for ensuring the delivery of high-quality, mission-aligned aquatic programs across both JCC campuses. This role provides oversight, strategic alignment, and leadership development to campus-based Aquatics Managers, ensuring that operations meet the highest standards of safety, customer service, and financial performance.

With a focus on operational excellence, staff development, membership and program growth, the Director will drive continuous improvement, strengthen member engagement, and position Aquatics as a vibrant, financially sustainable department that serves the evolving needs of the community.

### Key Responsibilities:

- Operational Excellence:
  - Standardize systems and procedures across sites to deliver seamless, high-quality service.
  - Ensure safety protocols, scheduling, communication, and incident response meet the highest standards.
  - Partner with Facilities to maintain top-tier water quality and equipment reliability.
- Program Development & Revenue Growth:
  - Expand and optimize a diverse range of aquatic offerings, including group and private lessons, certifications, and seasonal programs.
  - Achieve and exceed 5% year-over-year revenue growth while maximizing pool utilization and customer satisfaction.
- Leadership & Staff Development:
  - Lead, coach, and support a team of Aquatics Managers.
  - Build a strong pipeline of trained and certified lifeguards, instructors, and supervisors through structured hiring, onboarding, and internal development.
  - Foster a culture of accountability, collaboration, and continuous learning.
- Participant & Community Engagement:
  - Champion a participant-focused approach by gathering and responding to feedback, ensuring proactive communication, and integrating programming with other departments to strengthen community engagement.
- Financial Oversight & Risk Management:
  - Manage departmental budgets, forecasting, and performance reporting.
  - Ensure compliance with all local, state, and national safety and regulatory requirements.
  - Conduct regular audits and ensure emergency preparedness protocols are in place and well-practiced.

**Key Performance Indicators:**

- Growth in participation and revenue
- High participant satisfaction
- Full regulatory compliance and safety readiness
- Strong staff retention and internal promotions
- Reliable program delivery without disruption
- Continuous improvement driven by data and feedback

**Qualifications:**

- 7+ years of progressive experience in aquatics or recreation leadership, ideally with responsibility for multiple sites or large teams
- Demonstrated success in program management, budgeting (\$2 million+), program & revenue growth and team development
- Current Standard First Aid, CPR-C, AED, National Lifeguard, and Swim Instructor certifications (Pool Operator certification is an asset)
- Knowledge of Jewish holidays and culture or willingness to learn.
- Experience in nonprofit, private sector, or community recreation settings an asset

**Perks & Benefits:**

- Free JCC Membership – Access to our fitness centers, classes, and programs.
- Generous Staff Discounts – On summer camps, swimming lessons, personal training, and more.
- Comprehensive Health & Dental Insurance – 75% of the premium covered by the JCC.
- Paid Time Off (PTO) – Vacation, sick days, Jewish holidays, and statutory holidays.
- Work-Life Balance – A flexible, people-centered work environment that values your well-being.

**Ready to Make an Impact? Apply Today!**

We welcome candidates from all backgrounds and experiences—don't self-select out if you don't meet every requirement. If this role excites you, we want to hear from you!

To apply, send your resume and cover letter to **Jeanette Hyde, Director of Human Resources** at [jeanette@scentre.ca](mailto:jeanette@scentre.ca) by **August 11th, 2025**. Please note that we will be conducting rolling interviews.

We appreciate every application; however, only selected candidates will be contacted for an interview. If you require accommodations at any stage of the hiring process, let us know—we are committed to creating an accessible and inclusive workplace.

Let's build something amazing together!