

Job Opportunity: Coordinator, Aquatic

Full-Time | Sylvan Adams YM-YWHA

The **Sylvan Adams YM-YWHA (“the Y”)** is a vibrant, member-driven community organization with a 114+ year legacy of strengthening Jewish continuity in Montreal. Rooted in Jewish values and open to all, the Y fosters a high-energy, health-conscious, and inclusive environment where meaningful impact is made every day.

The Aquatics Coordinator provides essential administrative support to the aquatics department. Highly organized and detail-oriented, they manage multiple priorities in a client-centered environment and communicate clearly, warmly, and efficiently with members, participants, and colleagues in their preferred language.

RESPONSIBILITIES

- Schedule lifeguards, head lifeguards, supervisors, and swim instructors; determine required staffing levels and ensure all shifts are covered.
- Fill scheduling gaps by contacting staff and updating all scheduling documents accordingly.
- Maintain an accurate printed schedule in the lifeguard office.
- Ensure aquatics staff are paid accurately and on time.
- Track schedules and remind staff to submit biweekly timesheets.
- Verify timesheets against the master schedule; resolve discrepancies and confirm corrections.
- Enter approved timesheets into payroll software.
- Provide warm, efficient customer service in person, by phone, and by email.
- Monitor and respond promptly to emails and voicemails.
- Research answers via the Lifesaving Society website or internal colleagues as needed.
- Use FreshDesk to track emails, response times, and trends.
- Liaise with the Customer Experience team to ensure accurate aquatics-related information.
- Finalize seasonal program tables, ensuring accurate dates, times, pricing, and descriptions.
- Schedule qualified staff for all programs.
- Enter programs accurately and on time into ActiveNet.
- Support Swim School operations: assist clients with class or private lesson selection; send welcome and session communications; and ensure smooth program delivery.
- Be present during the first two weeks of each season to welcome families, support instructors, and connect swimmers appropriately.



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- Liaise with shift supervisors to ensure smooth daily operations.
- Coordinate swimmer level transfers with the Registrar and families as needed.
- Ensure instructors complete and distribute mid-term and final reports.
- Monitor Private Lesson Absence Forms and communicate with instructors and families.
- Work with the Registrar on ActiveNet transfers and refund requests.
- Manage and optimize departmental software (Vensure, FreshDesk, Digiquatics).
- Liaise with staff and software providers to ensure effective use and functionality.

QUALIFICATIONS

- Strong organizational skills and ability to multitask.
- Exceptional attention to detail.
- Strong leadership, communication, and interpersonal skills.
- Customer-focused and service-oriented.
- Team player able to work independently.
- Passion for recreational programming and inclusivity.
- Comfortable using software tools.
- Bilingual (English and French).
- Lifeguard or swim instructor certification an asset.

SCHEDULE

- 35 hours per week.
- Evening and weekend hours required based on program needs.

WHY WORK AT THE Y?

- Meaningful role in a values-driven, community-centered organization.
- Passionate, purpose-driven team environment.
- Y Health Club membership and indoor parking included.
- Competitive group insurance and pension plan (if eligible).
- Opportunities for professional development, creativity, and collaboration.

SALARY

\$47,000 – \$53,000 annually, based on experience and qualifications.

Please send your CV to hrsearch@ymywha.com with the position title in the subject line. Only candidates selected for an interview will be contacted.



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