

Received } Placed
on file COW 6/3/24

Owen Gafa

2158 Beaufait Dr.

Grosse Pointe Woods, MI, 48236

[REDACTED]

[REDACTED]

EXPERIENCE

Troy Community Center/Troy Family Aquatic Center, Troy, MI

- *Assistant Pool Manager*

February 2024 - Present

- Instruct various certification classes that are required by the Recreation Department. These classes may include but are not limited to lifeguarding, first aid, AED, CPR, and emergency O2; as combined or stand-alone classes.
- Assist with overseeing, training, and evaluation of staff with Troy Swim School standards.
- Assist in program and class management.
- Assist with staff schedules, timecards, and comply with labor laws.
- Assist with maintaining staff certifications and records.
- Assign staff responsibilities/tasks daily and set expectations.
- Assist with oversight of pools by checking chemicals, pump rooms, filling chemical containers, and perform preventative maintenance to equipment and miscellaneous pool/rescue/facility equipment.
- Assist with editing program materials (printed materials and Rec Trac).
- Keep inventory of stock supplies, pool chemicals, first aid supplies, and operational/training/staff logs.
- Maintain a high level of customer service by greeting guests, handling patron complaints, answer phones and complete call backs and assist with managing aquatic alerts.
- Lifeguard as needed.
- Maintain own certifications.
- Report to the Pool Manager.
- Perform other duties as required.

Beninati Pool and Spa, Utica, MI

- *Service Technician*

July 2023 - December 2023

- Ensure truck is loaded with all equipment and chemicals needed for daily route
- Perform weekly pool cleanings
- Perform weekly chemical testings and maintain chemicals at safe levels
- Perform repairs on pools and pool equipment
- Perform seasonal pool openings and closings
- Perform all other duties assigned

Soaring Eagle Waterpark and Hotel, Mt. Pleasant, MI

- *Aquatics Manager*

September 2021 - March 2023

- Works Closely with General, Operations, and Marketing Managers in establishing on-going operations procedures, programs, and marketing for the waterpark.
- Must be well aware of the Red Cross Lifeguard Training Program and adhere to all policies and procedures.
- Establishes and monitors the ongoing safety program, including conducting regular safety meetings.
- Establishes and implements Standard Operating Procedures (SOPs) for the Aquatics Department
- Ensures Soaring Eagle Waterpark is an asset to the community. Develops an organized and structured program to provide for the education, recreation, and therapy needs of the community at large.
- Develops and implements all operational procedures and detailed emergency action plans and oversees operating policies and procedures.
- Develops annual budgets and an effectively communicated measuring program. This includes monitoring daily activity records of all participants, events, cost control disciplines, revenue collection and attendance records.
- Conducts regular meetings with various hotel department managers to ensure good communications with waterpark operations.
- Conducts daily and frequent site inspections to ensure that the highest possible standards of safety, courtesy, cleanliness, and efficiency are met.
- Ensures quality maintenance is performed on all aquatic attractions within waterpark facility
- Manages guest complaints and concerns and ensures that guests and team members comply with rules, regulations, policies and safety standards.
- Responsible for hiring, training and scheduling qualified lifeguards, instructors and all other waterpark team members.
- Oversees aquatic training; water safety, first aid, CPR, lifeguard, and testing of the lifeguard team to ensure the highest Lifeguarding standards are met. Must ensure that all certifications of the team are maintained.
- Develops lifeguard deck rotational system for monitoring the waterpark and all other pool deck operations.
- Schedules all pool activities and private rentals to ensure optimum pool usage.
- Develops and schedules aquatic programming for Soaring Eagle Waterpark to include classes, swim meets, water matches, tournaments, swim lessons, and other aquatic programs as developed and assigned.
- Oversees the activities of service personnel in creating a clean, pleasant waterpark environment.
- Develops, monitors and meets or exceeds the yearly business plan for the waterpark.

- Administers the Waterpark's Autism Friendly program to include necessary training, documentation, and correspondence necessary to properly run the program and maintain certification.
- Ensures all First Aid and Incident Reports, and other pertinent data are completed in accordance to policies and procedures.
- Maintains a good working relationship with Tribal Fire, EMT, Tribal Police, City and State Police, and Isabella County Health Department to ensure good communications with Soaring Eagle Waterpark and Hotel.
- Works with representatives of the Insurance Underwriter and Risk Management Team to identify and correct problems and to defend the company in liability matters.
- Surveys patrons and evaluates programs to determine public needs and how to increase program efficiency and effectiveness; receive patron complaints and suggestions and responds appropriately.
- Performs other duties assigned

Grosse Pointe Woods Lakefront Park, City of Grosse Pointe Woods, MI

- Recreation Assistant

September 2017 - September 2021

- Assist the Supervisor in training, supervising and evaluating season staff engaged in a broad range of activities involving varying levels of skill and training
- Assists in developing strategies to recruit, motivate, and retain qualified personnel
- Assists the Supervisor in managing the city aquatic facility, including its pools, bathhouse and park office
- Perform proper maintenance on aquatic facility
- Assists the Supervisor in coordinating swim team, swimming instructional programming, adult swim programs, swim competitions and related programs and activities
- Assists the Supervisor with the implementation of year round youth, adult, and family programs, activities, trips and special events including holiday programs and events
- Supervision of building activities and reservations
- Record facility attendance
- Maintain the cleanliness of the City's Community Center
- Interaction with the general public
- Answer questions related to Community Center activities and policies
- Refer the general public to appropriate persons/departments
- Participates in special projects as assigned, completes related research and analysis
- Prepares recommendations and reports
- Performs other duties as assigned by the Supervisor

Grosse Pointe Woods Lakefront Park, St. Clair Shores, MI

- *Lifeguard and Lifeguard Management*

June 2014 - September 2017

- Responsible for patron safety and enforcing the rules as posted by the facility
- Responsible for staffs daily schedule and tasks
- Responsible for tracking patron attendance and staff on duty
- Keeping staff training up to date
- Testing and maintaining pool chemicals at a safe level

SKILLS

- Microsoft Office
- Staff Training and Coaching
- Strong Teamwork
- Time Management
- CPR and First-Aid Certified
- Customer Service
- Problem Solving

EDUCATION

Grosse Pointe North, Grosse Pointe Woods, MI - Diploma

SEPTEMBER 2013 - JUNE 2017

CERTIFICATIONS

- Aquatic Facility Operator
- American Red Cross Lifeguard Instructor
- American Red Cross CPR/AED for Professional Rescuers
- American Red Cross Lifeguarding
- American Red Cross Administering Emergency Oxygen
- American Red Cross Waterpark Certified

National Recreation and Park Association


Let it be known that

OWEN GAFA

has demonstrated a high level of competence in the area of Aquatic Facility Management and Operations by meeting the standards set forth by the AFO Certification Committee and is hereby granted certification as an

Aquatic Facility Operator


CHAIRPERSON


NRPA PRESIDENT AND CEO



March 08, 2019

DATE CERTIFIED


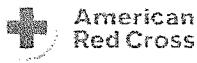
121929

CERTIFICATION NUMBER

June 30, 2024

EXPIRATION DATE

Certificate of Completion
Owen Gafa
has completed the requirements for
Lifeguarding Instructor r.24 (valid for 1 year)
conducted by
American Red Cross
Date Completed: 03/09/2024
Valid Period: 1 Year
Certificate ID: 01EN52M



Scan code or visit:
<https://www.redcross.org/take-a-class/qrCode?certnumber=01EN52M&selectedCerts=id-01EN52M%2C&size=wallet>