POOL OPERATION MANAGEMENT®

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Pool Operation Management
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Swimming pool consultant with experience in service, repairs/renovations, consulting, training/education, code regulations and development. Served as expert witnesses in legal actions, contributed to aquatic textbooks and related articles, influenced State Recreational Bathing Codes and national conference presentations. Provided leadership to industry organizations. Specializing in pool operations, safety and management.

PROFESSIONAL EXPERIENCE:

Pool Operation Management, Inc. (POM)
1995 – Present
Owner
Providing consulting, training and services for pools throughout the entire Northeast, the Southeast, Hawaii, Caribbean and South Pacific. Company trains ~2,000+ Certified Pool Operator® certified individuals per year. As of 2011, personally trained over 6,500 Certified Pool Operators®. Only instructor teaching our 'Health Department Only' class which trains health officers to become Certified Pool Operator® certified, how to perform pool inspections and interpretation of the NJ state bathing code. Provides consultation to commercial and residential swimming pool owners in the areas of inspections, plan review, contract review, code interpretation, safety requirements and management issues.

Northeast Spa and Pool Association (NESPA)
2000 – 2001
Professional Training Coordinator
Developed Instructor Training Manual for NESPA/APSP Tech I & II programs and provided training to instructors on how to present these programs.
2001 – Present
Volunteer Services in the area of training, consultation and support
Served as instructor for the Certified Maintenance Technician (CMS), Certified Service Technician (CST), Certified Service Professional (CSP) and Certified Building Professional (CBP). Served as speaker and moderator annually at the Atlantic City Pool and Spa Show in such programs as the Certified Pool Operator® certification and pool math review. Designated corporate trainer for CPO® certifications to Health Officials only since 1998

American Pool Management, Inc.
1998 – 1999
Southern New Jersey Regional Manager
Responsible for integration of 50 commercial accounts under new management. Assisted in new business development. Supervised and trained lifeguards. Performed advanced service work and repairs.

S&S Pool Management
1995-1998
Owner
Served and managed more than 40 commercial facilities in New Jersey annually to include: facility evaluations; safety inspections; develop and implement operational and maintenance procedures; employee manuals; emergency plans and intensive training programs for each facility. Recruited, trained, supervised and evaluated more than 125 aquatic and management employees including ~100 lifeguards annually.

Cliffside Park High School
1994-1996 (Offseason – Fall/Winter)
Head Basketball Coach – Freshman
Assistant Basketball Coach – Varsity
Conducted practice sessions and competitions to enhance player skills. Instructed fundamental basketball techniques to players. Coordinated and implemented basketball program and scheduling.

Pool Operation Management, Inc.
1990 – 1995
Statewide Manager 1994 – 1995
Regional Manager 1992-1994
Service Manager 1990-1992
Responsible for all service work and renovation at ~40 commercial pools annually including opening, closing, acid washes, painting, repairs and replacements of pumps, filters, heaters, pipe work, chemical feeders, and pool covers. Head lifeguard provided companywide training in lifeguard, CPR and first aid. Supervised and managed ~100+ lifeguards on staff. Responsible for planning and running of staff meetings. Lead salesperson and property management liaison. Performed advanced service work and repairs.

SPEAKING ENGAGEMENTS:

- International Certified Pool/Spa Operator® Certified Instructor teaching 500-1000 students annually
- In 2023, selected to present Legionella training to New Jersey State Health Officials
- In 2021 and 2022, selected to present Certified Service Technician training at the International Pool and Spa Show
- In 2020, selected to present Pool Chemistry modules for Environmental Public Health program for New Jersey Registered Environmental Health Specialist (NJREHS) licensing

- In 2020, presented “Protect Your Pools from Common Lawsuits in the USA” as part of the Pool aide free webinar series for uncertain times
- From 1999 - present, the Certified Pool/Spa Operator® Certified Instructor presenting at the Atlantic City Pool and Spa Show, the largest trade show in the industry each year
- From 2019 – present, present, the Certified Maintenenance Specialist and/or Certified Service Technician presenting at the Atlantic City Pool and Spa Show, the largest trade show in the industry each year.
- Greater Wildwood Hotel and Motel Association, New Jersey Bathing Code Update Interpretation (2018)
- PA Recreation and Park Society Annual Conference, “I Did Everything Right…So What’s Wrong” (2018)
- PA Recreation and Park Society Annual Conference, “It’s Not Just About the Water” (2018)
- World Aquatic Health Conference, “How to Succeed and Advance in Pool Operation and Management” (2017)
- Advanced Service Technician course as only one of five instructors worldwide (at the time in 2017, 2018)
- In 2015, presented to pool training to Lexington Massachusetts township pools via the Health Department
- In 2014 and prior, presented residential pool inspection seminar to NJ NACHI
- In 2000 and 2008, trained approximately 350 New Jersey Health Inspectors on interpreting their new State Bathing Regulations and how to perform pool inspections
- In 2000, trained 125 Massachusetts Health Inspectors on interpreting their new State Bathing Regulations and how to perform pool inspections
- Presenter in Certified Pool/Spa Operator® certification; liability & risk management; regulations; water chemistry & pool maintenance for: NESPA National Show; Tri-State Camping Conference; PRPS State Conference; several NJ State and County Health Officer Association; Private organizations including hotel chains, fitness clubs, schools and more
- Primary Speaker for the New Jersey Department of Health statewide "Pool Day" Conferences.
- Atlantic City Pool & Spa Show, Math for the Pool and Spa Professional (January 2008, 2009, 2018)
- Northeast Spa & Pool Association, Professional Training Institute, CST, CMT, CSP, CBP (2001 – 2011, 2016)
- Northeast Spa & Pool Association, Professional Training Institute, Pool & Spa Opening (April 2007)
- PA Recreation and Park Society Annual Conference, Swimming Pool Chemistry for Dummies (March 2005)
- PA Recreation and Park Society Annual Conference, Swimming Pools: Spring Start-up to Fall Winterizing (March 2005)
- Northeast Spa & Pool Association Professional Training Institute, Tile, Coping and Surfaces, (February 2005)
- Northeast Spa & Pool Association Professional Training Institute 2003-2004 Series, “The Winterization of Pools & Spas” (August 2003)

- New Jersey Apartment Association Pool Management Series, Pool Management for Apartment Communities (June 2003)
- New Jersey Recreation & Park Association “Making Your Parks Safe for Play” Workshop, Pool Safety Issues (February 2002)
- PA Recreation and Park Society, Pool Management Course (2001-2002)
- Bergen County Health Officers’ Society, Recreational Bathing – On Site Inspection (May 2001)
- New Jersey Environmental Health Association & South Jersey Sanitarian’s Association, Public Recreational Bathing Update (March 2001)

PROFESSIONAL COMMITTEES:

- In 2026, Invited to the New Jersey Department of Health and Senior Services code revision team
- In 2021, Named to the CPO® Advisory Council Interest
- In 2021, Named to the PHTA-2 Standard Writing Committee
- In 2021, Named to the PHTA-1 Standard Writing Committee
- In 2019, Named to Pool & Hot Tub Alliance first Education Task Force
- In 2016, Named to National Swimming Pool Foundation’s® Advanced Service Technician (AST) development team
- In 2011, Named to the Northeast Pool and Spa Association (NESPA) Virginia Graeme Baker Pool and Spa Safety Act training team by the Consumer Product Safety Commission (CPSC) to provide training services on compliance with the act and other codes to health and building code officials in New Jersey, Pennsylvania, Connecticut and New York.
- In 2010, New Jersey State Bathing Code Revision Committee for revised code being implemented in 2018
- In 2009 and 1999, provided recommendations for the New Jersey State Bathing Code revisions directly to New Jersey Department of Health and Senior Services.
- In 2001, led the NESPA Emergency Committee on Changes in New Jersey Public Recreational Bathing Code
- In 1998, aided in the rewriting of the Massachusetts State Bathing Code

PROFESSIONAL AFFILIATIONS:

- Pool and Hot Tub Alliance (PHTA)
- National Swimming Pool Foundation® (NSPF®) (merged to form PHTA)
- Northeast Spa & Pool Association (NESPA)
- Association of Pool & Spa Professionals (APSP) (merged to form PHTA)
- National Plasters Council (NPC)
- Independent Pool & Spa Service Association (IPSSA)
- National Environmental Health Association (NEHA)
- New Jersey Environmental Health Association (NJEHA)
- Massachusetts Health Officers Association (MHOA)
- National Recreation & Park Association (NRPA)
- New Jersey Recreation & Park Association (NJRPA)

- Pennsylvania Recreation and Parks Society (PRPS)
- International Health, Racquet & Sportsclub Association (IHRSA)
- New England Health, Racquet & Sportsclub Association (NEHRSA)
- New Jersey Pool Managers Association (NJPMA)
- New Jersey Apartment Association (NJAA)
- Community Association Institute (CAI)
- New Jersey Community Association Institute (CAI-NJ)
- Professional Association of Diving Instructors (PADI)
- New Jersey Chapter of the International Association of Certified Home Inspectors (NJNACHI)
- New Jersey Association of Licensed Professional Home Inspectors, Inc (NJALPHI)
- American Red Cross (ARC)
- World Water Park Association (WWA)
- International Association of Aquatic Consultants (IAAC)
- Professional Pool Operators of America (PPOA)

DISTINCTIONS:

- NSPF® Award: Most Certified Individuals by a Company (2018)
- NSPF® Award: The Milestone Award - 600 Club (2018)
- NSPF® Award: Most Certified Individuals by a Company (2017)
- Named to the NSPF® Advanced Service Technician™ (AST) Review Committee and Team of Pilot Instructors (2016)
- NSPF® Award: Top 3 Most Certified Individuals by a Company (2016)
- NSPF® Award: Most Certified Individuals Ever by a Certified Pool/Spa Operator® Instructor (2015)
- NSPF® Award: Most Certified Individuals in a Year by a Certified Pool/Spa Operator® Instructor (2015)
- NSPF® Award: Top 5 Most Certified Individuals by an Instructor in the Last Year 6/1/13 - 5/31/14 (2014)
- NSPF® Award: Most Certified Individuals w/ Pool Operator Primer 7/1/10 - 6/30/11 (2011)
- NSPF® Award: Leading Educator for the Certified Pool-Spa Operator® Course (2010)
- NSPF® Award: Top 10 Instructors in CPO® Certification (2009)
- NSPF® Award: Top 5 Certified Pool Inspector (CPI) Instructors (2009)
- NSPF® Award: Top 5 Pool Operator Primer (POP) Instructors (2009)
- NSPF® Award: Largest Increase in Certifications (2008)
- NSPF® Award: Largest Number of CPO® Certifications (2008)
- NSPF® Award: Largest Number of CPO® Certifications (Company) (2007)
- NSPF® Award: Largest Number of CPO® Certifications (Company) (2006)
- NSPF® Award: Largest Number of CPO® Certifications (Company) (2005)
- NSPF® Award: Largest Number of CPO® Certifications (Company) (2004)
- NSPF® Award: Achievement in Promoting Safe & Efficient Aquatic Facilities (Company) (2001)
- Expert Review Panelist for the new 2005 & 2009 NSPF® Pool & Spa Operator™ Handbook
- Review of the Certified Pool/Spa Operator® Certified Instructor's Manual (NSPF®)

- Expert Review Panelist for the new APSP Tech Training manual
- APSP Service Technician Certification (STC)/Education Committee
- APSP & NESPA National Speaker
- NESPA Professional Training Coordinator
- NESPA Design Award Judge
- NESPA Congress Education Super Committee
- NESPA Education Committee
- NESPA/APSP Author for Instructor Training Manual for Tech I & Tech II
- NESPA'S Lead Instructor for the Consumer Product Safety Commission (CPSC) grant for training Health Officials and Building Code officials on swimming pool enforcement and regulations for PA, NJ, NY and CT
- Panel member for revisions to the New Jersey State Recreational Bathing Codes
- Assisted with revision of State Recreational Bathing Codes for New York & New Hampshire

INSTRUCTORSHIPS:

- NSPF® Certified Pool/Spa Operator® (CPO®) Instructor
- NSPF® Advanced Service Technician (AST) Instructor
- NESPA Professional Training Institute Instructor
- APSP Professional Pool and Spa Operator (PPSO) Course Instructor
- APSP Certified Building Professional (CBP) Course Instructor
- APSP Certified Building Professional (CBP) Review Course Instructor
- APSP Certified Service Professional (CSP) Course Instructor
- APSP Certified Service Technician Instructor (CST) Course Instructor
- APSP Certified Maintenance Specialist (CMS) Course Instructor
- ARC Lifeguard Training, CPR & AED Instructor Certification
- PRPS Swimming Pool Pesticide Instructor Certification

EDUCATION AND CERTIFICATIONS:

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- NSPF® Certified Pool Operator® - Inspector
- NSPF® Certified Pool/Spa Operator® (CPO®) Certification
- NSPF® Advanced Service Technician Certification
- National Plasterers Council Start-Up Certification
- Pool Chemistry Training Institute, Pool Chemistry Certified - Residential
- Atlantic City Pool & Spa Show, Vinyl Liners: Prepping for Installations, Replacements and Renovations
- Atlantic City Pool & Spa Show, State Consumer Fraud, Home Improvement and Contractor Registration Act
- Atlantic City Pool & Spa Show, Heater Installation & Start Up
- Atlantic City Pool & Spa Show, Taking Your Business to the Next Level
- Atlantic City Pool & Spa Show, How Strong is Your Concrete
- Association of Pool and Spa Professionals, Professional Pool & Spa Operator (PPSO)
- Association of Pool & Spa Professionals, Certified Building Professional
- Association of Pool & Spa Professionals, Certified Service Professional

- National Spa & Pool Institute, Certified Building Professional, Level 1 – Apprentice Builder
- International Pool & Spa Expo, National Pool & Spa Institute, ANSI/NSPI Standards in the Courtroom: What You Don't Know Can't Hurt You! The Role of ANSI & What It Means to You & The Building Code Officials
- National Spa & Pool Institute International Expo & Conference, Setting Up an Internet Store with Your Business
- National Spa & Pool Institute, Tech II
- National Spa & Pool Institute, Tech I
- Northeast Spa and Pool Association Professional Training Institute, Leak Detection
- Northeast Spa and Pool Association, "Hands on Training", Basic Service Training Course
- International Pool & Spa Expo, Association of Pool and Spa Professionals, Winning in Life
- International Pool & Spa Expo, Association of Pool and Spa Professionals, Vinyl Liners-Measuring to Installing
- International Pool & Spa Expo, Association of Pool and Spa Professionals, Hydraulics Made Easy
- World Aquatic Health Conference
- Pentair Water Pool and Spa Training Education and Workshop
- Raypak Pool/Spa Heater Installation & Service Repair Service Seminar
- Jandy Technical Service School, Advanced Heater Course
- Jandy Technical Service School, Pumps/Filters Course
- Jandy Technical Service School, Heaters Level 1 Course
- Jandy Technical Service School, Heaters Level 2 Course
- Jandy Technical Service School, Controls Course
- ARC Lifeguard Training CPR & AED Certification
- PADI Open Water Diver Certification
- Rutgers University, New Brunswick, NJ, Garden State Scholar
- OSHA's Competent Person Training
- Attended over 500 hours of pool related courses and seminars

MODERATOR:

- World Aquatic Conference (twice)
- Atlantic City Pool & Spa Show, Construction Hydraulic Requirements and the ANSI/APSP-7 Standard
- Atlantic City Pool & Spa Show, Implementing Americans with Disabilities Act (ADA) Regulations for Swimming Pool
- Atlantic City Pool & Spa Show, Certified Professional Diving Board Installer
- Atlantic City Pool & Spa Show, The Virginia Graeme Baker Pool & Spa Safety Act Update
- Atlantic City Pool & Spa Show, Hayward Stratum SVRS: Installation and Maintenance
- Atlantic City Pool & Spa Show, Automatic Control Systems for Pools and Spas
- Atlantic City Pool & Spa Show, Energy Efficiencies for Pools and Spas – Title 20 Level
- Atlantic City Pool & Spa Show, Selling and Installing Aboveground Pools
- Atlantic City Pool & Spa Show, Chlorine Generators: Fact vs. Fiction
- Atlantic City Pool & Spa Show, Repairing Millivolt Heaters
- Atlantic City Pool & Spa Show, Understanding Spa/Hot Tub Components

- Atlantic City Pool & Spa Show, Basic Water Chemistry
- Atlantic City Pool & Spa Show, Pool School for Rookies
- Atlantic City Pool & Spa Show, Advanced Hydraulics Applications

ARTICLES WRITTEN:

- Building Management Hawaii, Maintaining Healthy Pools, April 2023
- Parks and Recs Business Magazine, Splashing Through the Snow, Take Advantage of Winter to Prepare Pools for Summer, October 2011
- NJ ALPHI Newsletter, Basics of Residential Pool Inspections, April 2011

ARTICLES FEATURED IN:

- The IPSSAN, Top Instructors Recognized by National Swimming Pool Foundation® (January 2019)
- Habitat, Everybody into the Pool! (April 2016)
- Recreation Management, What's in the Water, Prevent Problems with Proper Pool Maintenance (October 2011)
- 2006 World Aquatic Health™ Conference Offers Inspiration, National Swimming Pool Foundation Official Newsletter (Volume 4, 2006)
- 16-Hour Advanced Builders Course Offered at AC Show, NESPA Update (September/October 2006)
- CPO Instructor Awards, National Swimming Pool Foundation Official Newsletter, Volume 2 (2005)
- Pooling Resources, Local businessman conducts pool-operating courses; Ocean County Observer (March 28, 2005)
- Atlantic City – January 25-27, 2005 - NESPA Update (December/January 2005)
- Leading Instructors Accept Awards, National Swimming Pool Foundation Newsletter (2004)
- Atlantic City Pool and Spa Show set Jan 25-27, Service Industry News (November 30, 2004)
- To NESPA Volunteers, Thank You for a Job Well Done!, NESPA Update (October/November 2004)
- NESPA Service Awards Presented at Festive October Banquet, NESPA Update (November/December 2003)
- Leaders from 5 Chapters Attend 2nd Congress of Committees, NESPA Update/October-(November 2003)
- PTI Winterization Classes Draw 51 Students, NESPA Update (July- August 2003)
- Education Committee Thanked for Job Well Done, NESPA Update (April 2003)
- Monday's Program Expanded to Include Nine Seminars, NESPA Update (December 2002)
- NSPF Presents Annual Awards in Phoenix, Foundation News (Spring 2002)
- How Time Flies, Pool & Spa News (January 10, 2001)

INDUSTRY REFRENCES:

- Tom Lachocki, CEO, Executive Legacy, LLC and Former CEO of National Swimming Pool Foundation (Retired Feb 1, 2019) – (719) 492-6604
- Pat Cava, Northeast Spa and Pool Association, Education Manager – 609-689-9111
- Tema Abend, former CEO and President of The Foundation for Pool and Spa Industry Education - (916) 922-8895