

FRONT DESK POOL ATTENDANT

101 Manunka Chunk Rd.
Belvidere, New Jersey 07823

FRONT DESK POOL ATTENDANT

DESCRIPTION:

Working under the supervision of the Pool Manager and may take direction from the Assistant Pool Manager. The front desk attendant is the first point of contact for the patrons of the pool and guests. The attendant greets patrons and guests, enacts facility entry procedures, enforces policies, accurately processes and tracks all cash transactions, and answers questions courteously and promptly.

SKILLS AND ABILITIES:

- Ability to work with the public of (all ages)
- Ability to prioritize duties and complete tasks within a timely manner
- Understanding of the principles of, policies and objectives of the Belvidere Community Pool
- Ability to communicate with the patrons and guests tactfully and courteously
- Commitment to promoting the positive image of the Belvidere Community Pool
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to read and comprehend instructions, correspondence and memos. Ability to properly fill out facility logs and reports, as well as be able to communicate effectively in an emergency situation.

ESSENTIAL DUTIES:

- Accurately process and track all monetary transactions
- Utilize 'Point-of-sale' computer software to process daily admission fees, and operate the cash drawer
- Ensure responsible and proper cash handling
- Fully understand and enforce entry policies and procedures
- Provide patrons and guests with a favorable first impression
- Courteously, promptly, and correctively answer all questions, of the patrons, guests, and community
- Keep all required log books, and paperwork up to date
- Keep the front desk and entry areas clean and welcoming
- Check in swim lesson, swim team, and pool party participants
- Be aware of emergency action plans and be ready to perform assigned rules at all times
- Perform miscellaneous job-related duties as assigned

QUALIFICATIONS:

- High School in progress or completed
- Must be available to work the schedule provided by the pool manager or assistant manager, be on call, as needed because of the weather
- Be available for orientation and staff meetings
- Knowledge of customer service standards
- Ability to react calmly and effectively in emergency situations
- Ability to solve practical problems and deal with a variety of variable situations
- All employees are expected, as a condition of employment, to adapt the concept that all the safe way to perform a task is the most efficient and the only acceptable way to perform it.
- Reports all accidents and injuries immediately and cooperate in all accident and injury investigations, supply pool and assistant managers with full and complete information