



## Hill Farm Swim Club

### Position Description: *Front Desk Staff*

Minimum Requirements: Positive attitude, friendly, welcoming, self-motivated, and enthusiastic about interacting with staff and members of all ages. Applicant must be certified in First Aid, CPR, and AED use. Applicants will be expected to work a minimum of 12 weekend shifts between Memorial Day and Labor Day. Applicants will be expected to be fully available during the time periods indicated on their job application.

Starting wage is \$8.50 per hour commensurate with experience.

### **DUTIES AND RESPONSIBILITIES:**

1. Perform daily/hourly duties as delegated by Pool Manager or Assistant Manager.
2. Responsible for greeting members and guests at the front desk, answering the phone, general and excellent customer service.
3. Knowledge of the HFSC membership procedures and able to answer questions from members and general public.
4. Knowledge of pool policies and schedule.
5. Collect and properly record revenue received during shift (field trip money, guest fees etc).
6. Maintain the "Who's on Duty" staff board.
7. Make daily announcements over the PA.
8. Knowledge of Emergency Action Plan.
9. Responsible to follow emergency procedures for life threatening situations, fire and severe weather.
10. Responsible to follow OSHA guidelines for clean-up of any bodily fluids on deck.
11. Responsible to follow opening, on duty and closing procedures.
12. Responsible to attend all required staff meetings and in-service trainings.
13. Responsible to keep all certifications current and on file.
14. Responsible to find a qualified substitute in the event a sub is needed.
15. Responsible for abiding by Hill Farm policies and guidelines, pool rules and regulations, and all state health codes as applicable to swimming pools.
16. Responsible to contact Pool Manager in the event of a health and/or safety situation.
17. Responsible to project yourself with authority, while maintaining a positive self-image tact and genuine concern for patrons and all staff.
18. Responsible to be on time for scheduled shifts.

### **PHYSICAL ABILITIES AND WORKING CONDITIONS:**

- Must be able to sit or stand for long periods of time.
- Must be able to frequently transport up to 20 lbs of equipment around the pool area.
- Must be physically fit to perform all job duties.

**EFFECT ON END RESULTS:**

- There is evidence of good administrative and program skills, resulting in a competent rating, as determined through performance reviews.
- Hill Farm Swim Club will run effectively and efficiently and be a safe environment for all.
- Customer satisfaction is rated high as determined by written and or verbal comments and program evaluations.

**ACKNOWLEDGMENTS:**

The above position description is not intended to be an exhaustive list of duties. Other duties may be assigned, requested, or directed beyond the specific duties listed in this position description.

I have read and understand the responsibilities and requirements in this position description.

Employee Name (Please Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_