

# Position Description

**TITLE:** Front Desk / Concessions / Slide

**WORK SCHEDULE:** Seasonal Part-time to Full-time  
May through Labor Day

**DEPARTMENT:** Parks and Recreation

**SUPERVISED BY:** Pool Manager

## **FUNCTION:**

The Front Desk / Concessions position is an entry-level position in the Recreation Division of the Parks and Recreation. Front desk personnel generally work under supervision of the Pool Manager and Head Lifeguards. This position is responsible for collecting and accounting for all entrance fees and concessions revenue as well as light custodial and slide aide rotation.

## **DUTIES, RESPONSIBILITIES AND WORK PERFORMED:**

- Provide courteous and expeditious customer service as well as presenting a favorable public image at all times to the patrons and city department staffs.
- Record entrance fees and concession fees in the cash register system and account for all revenues at the end of the day by recording daily tally sheets and attendance records.
- Check all swim passes to ensure validity.
- Provide professional, business like atmosphere at front counter as this front desk person is the first employee that the patrons come into contact with.
- Provide answers to patron's questions.
- Provide alert, preventative skills while supervising swimming activities in and around the aquatic center slides to ensure that policies, rules and regulations are observed and enforced and that no hazard to safety is created;
- Warn swimmers of improper activities or danger; enforces pool regulations and water safety policies;
- Immediately report any emergencies to the Pool Manager or Head Lifeguard.
- Clean the pool and related facilities, and equipment of debris or dangerous articles which may lead to a safety hazard to staff or patrons;
- Maintain and care for facility equipment and inform supervisor of equipment that is unsafe or that is in need of replacement or repair.
- Continue training and maintain good physical condition;
- Routinely adhere to and maintain a positive attitude towards city and department goals;
- Adhere to safety rules, policies and guidelines of the city and department and perform other related work as required by supervisor.

## **QUALIFICATIONS FOR POSITION:**

Qualified candidates for the Front Desk / Concessions / Slide position must:

- Have attained the minimum age requirement of 14 years of age with age 16 required for slide rotation.
- Ability to operate an electronic cash register and calculator with training.
- Be extremely trustworthy with money and in not leaving the front counter unattended at any time.
- Successfully complete pre-season training and a two week probationary period;
- Pass a pre-employment controlled substance and basic physical screening;
- Have the ability to maintain constant observation of an assigned area and note any sign of impending trouble that may escalate into a dangerous situation;
- Remain calm and efficient under stress as well as demonstrate commitment, discretion and integrity;
- Have knowledge of policies, rules and regulations governing swimming pool operation and be able to communicate such to the public;
- Have ability to follow oral and written instructions, supervise activities, give directions, and enforce rules and regulations;
- Possess mental alertness, tact, courtesy and the ability to establish and maintain effective working relationships with city officials, other employees, related business associates and the public.
- Have ability to work under minimal direct supervision.
- Maintain records and prepare reports;
- See in the normal visual range with or without correction;
- Hear in the normal audio range with or without correction;
- Work indoors and outdoors in a variety of environmental conditions, including high temperatures, humidity, moisture and distracting noises.

Effective:

Updated: January 09, 2009

Approved: