

## **Front Desk Pool Attendant**

Seasonal Job

Department: Parks and Recreation

### **SUMMARY:**

Working under the direction of the Aquatic Center Manager and Business Manager, the Front Desk Pool Attendant serves as the first point of contact for the public at the Aquatic Center. The attendant greets patrons, enacts facility entry procedures, enforces policies, accurately processes and tracks all cash transactions, and answers patron questions courteously and promptly.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Accurately process and track all monetary transactions
- Utilize computer software (CivicRec) to process daily admission fees and operate the cash drawer.
- Ensure responsible and proper cash handling.
- Provide patrons with a favorable first impression of the Aquatic Center
- Fully understand and enforce entry policies and procedures.
- Courteously, promptly, and correctly answer all patron questions.
- Keep all required log books and paperwork up to date.
- Keep the front desk and entry area clean and welcoming for all patrons.
- Wear proper uniform while on duty.
- Check in the swim lesson, swim team, and pool party participants.
- Be aware of emergency action plans and be ready to perform assigned roles at all times during shift.
- Performs miscellaneous job-related duties as assigned.

#### QUALIFICATION REQUIREMENTS:

- High school or college education in progress or completed.
- Must be available to work at least one weekend day.
- Must be able to attend staff meetings and training programs.

#### EXPERIENCE:

This position requires:

- Must be able to maintain positive and open communication with supervisors.
- Must be able to communicate courteously with the public.
- Ability to learn cashiering methods and procedures. Perform basic arithmetic calculations. Maintain accurate cash records.
- Ability to react calmly and effectively in emergency situations.
- Ability to prepare routine administrative paperwork
- Knowledge of emergency action plans for the Aquatic Center.
- Ability to follow routine verbal and written instructions.
- Knowledge of customer service standards and procedures.

#### LANGUAGE SKILLS:

Ability to read and comprehend instructions, correspondence, and memos. Ability to properly fill out facility logs and reports as well be able to communicate effectively in an emergency situation

#### REASONING ABILITIES:

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.

#### OTHER SKILLS & ABILITIES:

- Ability to work with the public (all ages)
- Ability to prioritize duties and complete tasks within a timely manner
- Understanding of the principles, policies and objectives of the Lincoln Park District Aquatic Center
- Ability to communicate with the public tactfully and courteously
- Commitment to promoting the positive image Lincolnwood aquatics

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to use hands to finger, handle or feel objects, tools, or controls. The employee is often required to walk, sit, stand, reach with hand and arms, talk, and hear. The employee may lift and/or move up to 30 pounds.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Employees must be able to sit or stand for an extended period of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment varies between moderate and high. Frequent exposure to natural and seasonal weather conditions as well as insects while completing job duties.

#### SAFETY:

All employees are expected, as a condition of employment, to adopt the concept that the safe way to perform a task is the most efficient and the only acceptable way to perform it. Safety adherence to performance will be considered an important measure of employee performance evaluation. As such, the employee must:

- Comply with established safe work rules and the special instructions of the supervisor
- Report all accidents and injuries immediately and cooperate in all accident and injury investigations, supplying supervisors with full and complete information
- Submit recommendations for safety and efficiency, as well as report defective equipment and unsafe conditions
- Know their exact duties in case of fire or catastrophe

- Use safety equipment provided for personal use in performing daily work assignments
- Only operate equipment trained and authorized to operate
- Provide public protection from unsafe conditions and hazards resulting from municipal work operations
- Participate in special safety activities, as designated, such as Safety Committees, Job Safety Analysis, special training, etc

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