

Front Desk Associate- City Pool

Dept/Div: Parks & Recreation

FLSA Status: Seasonal

General Definition of Work

Responsible for providing exceptional customer service by greeting guests, taking payments for entry and concessions, preparing pre-packaged food orders, maintaining cleanliness of the main office and concession area, and ensuring facility rules and regulations are being followed by all guests.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Operates cash register, accepts payments and makes appropriate change.
- Prepares and serves a variety of food and drinks.
- Cleans work area including equipment and utensils.
- Administers first aid or CPR to injured patrons and notifies emergency medical personnel when necessary.
- Assists in resolving participant complaints by recording complaints and referring to appropriate supervisor.
- Immediately reports all injury/incidents to supervisor and assists in collecting information to complete all forms necessary.
- Secures all cash receipts and building at closing time.
- Available to work after hour rentals and special events as needed.
- Maintain proper hygiene and wear appropriate attire while on duty.
- Must maintain regular attendance and attend all meetings and trainings.
- Performs other duties as directed by supervisor.

Knowledge, Skills and Abilities

Basic knowledge of aquatic programs and concession stand practices. Excellent customer service skills and the ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with associates, supervisors, department heads, businesses, and the general public. Understanding of basic cash processing procedures and functional computer skills.

Education and Experience

Must be at least 15 years of age and have some experience with cash handling and working with the general public. Education and experience sufficient to successfully perform the essential functions of the job.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel and occasionally requires standing, walking, sitting, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work occasionally requires working near moving mechanical parts, exposure to fumes or airborne particles, and exposure to toxic or caustic chemicals; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

- Successfully complete NHT food handler certification.
- Possess current American Red Cross CPR, AED, and First Aid certification.
- Successfully complete City of Gatesville cash handling test within 2 weeks of hire.
- Must be able to pass a criminal background check.
- Successfully complete City of Gatesville cyber security training within 2 weeks of hire.
- Successfully complete pre-employment drug test screening.