

# Shore Aquatic Center

## Welcome Desk Staff

Non-exempt

**NATURE OF WORK:** Under the direction of the Manager and Member Services Coordinator Welcome Desk serve as first point of contact upon entering the Shore Aquatic Center. Welcome Desk staff work a part-time, flexible schedule and adhere to the policies and procedures of the Shore Aquatic Center.

**ESSENTIAL FUNCTIONS:** The following duties are the main responsibilities of the Welcome Desk position. This list is not all-inclusive and additional duties may be assigned as needed.

1. Greet all patrons when entering the facility with a smile and verbal greeting.
2. Check in guests either using their membership or purchasing a day pass.
3. Answering questions about upcoming events, classes and programs, referring members to website and social media to stay current.
4. Registering patrons for swim lessons, special events, and party rentals.
5. Correctly and quickly respond to emergencies out of the water in FOH.
6. Keep FOH clean by sweeping and wiping down counters during slow times.
7. Checking periodically on membership scans that patrons are paid up to date and accounts are in good standing.
8. Preparing coffee and keeping coffee fresh in coffee bar area.
9. Morning and Evening staff will be responsible for locking/unlocking front doors in coordination with pool staff opening and closing natatorium.
10. Identifying any risks or potential hazards in FOH Member Services Coordinator.
11. Assisting in a water emergency by meeting EMS/FD at Front Door, securing area for access in and out of facility.
12. Work with volunteers in a friendly and companionable manner.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

Welcome Desk staff work a part-time flexible schedule where hours may vary, depending on need of the facility. Work requires a normal range of vision and hearing, and the ability to lift in excess of 50 lbs, bend, and stoop. Sit for long periods of time.

### **MINIMUM REQUIREMENTS:**

- Must be at least 18 years of age.
- Must be certified in CPR/F.A. Lifeguard Certification is preferred

**KNOWLEDGE, SKILLS & ABILITIES:**

- Ability to work independently with minimal direction.
- Ability to communicate effectively both verbally and in writing.
- Ability to serve the public in a polite and friendly manner.
- Ability to complete reports in an accurate and timely manner.
- Pass a computer skills test for employment
- Pass a customer service test for employment
- Be trainable on recreation software used by Shore Aquatic Center

**TO RETAIN STATUS**

- Attend all assigned trainings
- Maintain required certifications
- Complete all essential functions of Welcome Desk staff, failure to provide a welcome inviting experience for patrons will result in loss of employment.