

CITY OF HAVRE

POOL RECEPTIONIST

DEPARTMENT: Parks and Recreation/Swimming Pool

ACCOUNTABLE TO: Aquatics Director

SUMMARY OF WORK: Works at the entrance desk; greets the public; admits public to swimming pool; collects fees; maintains records.

JOB CHARACTERISTICS:

Nature of Work: This position performs clerical duties requiring attention to accuracy in the maintenance of daily records. Position works with the public and assures safety. Works in a humid environment; works varied hours. May be exposed to body fluids, slippery floors, and chemicals. Serves as part of emergency response team.

Personal Contacts: Daily contacts with the public and pool employees.

Supervision Received: Supervision from the Aquatics Director. Must be able to work independently.

Essential Functions: Position requires ability to communicate orally; answer the phone; maintain records; calculate; visually inspect area for hazards; take pool chemical readings; mop floor; hear distress calls.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

- Greets the public and patrons in a very courteous manner.
- Helps in removal of pool blanket.
- Opens the pool and has money drawer in place.
- Takes pool chemical readings to make sure pool is functioning properly on weekends and records them.
- Makes sure lifeguards are on deck whenever patrons are in swimming pool.
- Assures safety of users and visitors in the facility.
- Counts patron numbers each day.
- Answers the telephone and provides information about the pool/recreation activities.
- Signs people up for various recreation activities.
- Serves as part of emergency response team.
- Helps parents find "lost" children.

- Manages the lost and found for patrons.
- Monitors lobby.
- Cleans counters as needed.
- Mops spills and excess water on lobby floor.
- Cleans vacuum.
- Answers questions.
- Counts night's deposit and records; puts nightly deposit in safe.
- Takes care of incidents that might put patrons or guards at risk.
- Calls the police for assistance.
- Stores patrons' valuables in the money drawer.
- Communicates with maintenance/custodians on repairs or problems.
- Communicates with Aquatic Manager on operations, accidents, problems, or comments.
- Arrives 10 minutes before shift and leaves when facility grounds are cleared of patrons.
- In winter, removes snow from area immediately in front of facility.
- Performs other related duties as required.

JOB REQUIREMENTS:

Knowledge: This position requires a basic knowledge of bookkeeping, maintaining records and accurately counting monies. Should acquire basic knowledge of Pool, Parks, and Recreation programs.

Skills: This position requires skills in handling the public; skills in taking pool chemical readings; skills in calculating.

Abilities: This position requires the ability to: respond quickly to emergencies; help assure safety of pool; maintain records; communicate effectively orally and in writing; follow verbal and written instructions; establish effective working relationships with fellow employees, supervisors, and the public.

EDUCATION AND EXPERIENCE:

The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to:

- A High School diploma or GED Equivalent.
- Community First Aid certificate or equivalent or obtain within 30 days of hire.
- Experience working with people preferred.

JOB PERFORMANCE STANDARDS:

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to, the following:

- Performs assigned duties.
- Effectively and courteously greets the public and patrons.
- In a timely manner opens the pool and has money drawer in place.
- Takes and keeps accurate readings of the pool.
- Assures safety of users and visitors in the facility.
- Keeps accurate counts of patrons and money for deposits.
- Effectively serves as part of emergency response team.
- Takes care of incidents that might put patrons or guards at risk.
- Maintains accurate and timely records.
- Prepares and submits accurate and timely reports.
- Deals tactfully and courteously with the public.
- Observes work hours.
- Demonstrates punctuality.
- Establishes and maintains effective working relationships with fellow employees, supervisors and the public.

Employee Signature

Department Head Signature