



TOWN OF YOUNTVILLE JOB DESCRIPTION

POOL ATTENDANT

DEFINITION

Provides front counter customer service for the Town's aquatics programs.

DISTINGUISHING CHARACTERISTICS

This is a part-time seasonal position. This position differs from the Lifeguard/Water Safety Instructor and the Lifeguard positions in that this classification is not directly responsible for patron safety or swim instruction.

SUPERVISION RECEIVED/EXERCISED

Supervision is provided by the Pool Manager and/or Senior Lifeguard.

ESSENTIAL DUTIES

Provides customer service at the front counter of the pool facility; welcomes patrons of the pool; accepts payments; answers phones; performs related customer service activities; maintains records; and assists an emergency situation providing support and making emergency phone calls.

OTHER DUTIES

Performs other duties as required.

QUALIFICATIONS

Experience/Education/Training

Sufficient experience, education and training to provide excellent customer service to our patrons. No prior experience is required but experience in a customer service role is desired.

Knowledge/Ability

General knowledge of the principles of customer service. Knowledge of basic math principles including adding, subtracting, multiplication and division. Ability to record and transcribe data and information; communicate effectively in English; Communicate to others established policies and procedures; accept payments and make correct change; and establish and maintain effective working relationships with those contacted in the course of work.

Working Conditions

Position requires sitting, standing, walking on level and slippery surfaces, climbing, reaching, twisting, turning, kneeling, bending, stooping, squatting and crouching in the performance of daily activities. The position also requires near, far, and color vision while performing front counter activities. The need to move and push large cement chairs and special events boxes and the need to lift and carry students weighing 40 pounds or over also is required. The nature of the work requires the incumbent to work outdoors in all weather conditions including wet, hot and cold and climb ladders. The incumbent may be exposed to fumes, dust and air contaminants which may cause eye and skin irritation. The incumbent also must be available to work irregular or extended hours, work in fatiguing conditions and with constant interruptions, and, at times, work

