



FRONT DESK ASSOCIATE JOB DESCRIPTION

TITLE: Front Desk Associate

SUPERVISOR: Asst. Aquatics Director; Aquatics Director; Pool Manager

DEPARTMENT: Aquatics

CLASSIFICATION: Part-Time; Seasonal; 10-30 hours

PURPOSE:

The primary purpose of employees in this class is to be responsible for ensuring customers receive the best service possible from the facility. They will be responsible for greeting and welcoming members, answering questions, processing transactions, and ensuring pool policies and procedures are followed. This job requires flexibility, dependability, ability to multi-task, and attention to detail. This job runs from the weekend prior to Memorial Day to the week after Labor Day.

MINIMUM QUALIFICATIONS:

- 15 years of age or older.
- Must be available to work nights, weekends, and some holidays.
- Customer Service skills desired.
- Proficient computer skills or willingness to learn.
- Experience with Square processing or willingness to learn.

PHYSICAL DEMANDS:

- Ability to lift up to 25 pounds.

DUTIES AND RESPONSIBILITIES:

- Excellent Customer Service skills
- Greet all individuals coming in to the outdoor pool at the Gordon JCC and provide the information and/or services requested in a positive manner.
- Request and scan barcodes to ensure members are in good standing. Follow procedures for members who do not have proper ID.
- Answer Incoming calls and route calls using proper phone etiquette.

- Process financial transactions.
- Follow established procedures in the even of an emergency to assist in speaking with security and EMS to aid the Lifeguards.

CRITERIA FOR SUCCESS:

- Communicates with leadership effectively and in a timely manner.
- Uses excellent customer service skills in order to build a rapport with members, guests, and staff.
- Must be reliable and dependable in regards to attendance.
- Must respect and maintain confidentiality of members and guests.