



## **POOL SUPERVISOR (SEASONAL) JOB DESCRIPTION**

**TITLE:** Pool Supervisor

**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 the first point of contact to all member and guests at the outdoor pool and requires being responsive to members needs while possessing extensive knowledge of the JCC. Managing the membership database (Daxko), processing payments and fees for members and guests, and ensuring a responsive high quality of customer service for everyone at the pool. Primarily responsible for delivering the highest quality of customer service to all members and guests of the JCC.

**MINIMUM QUALIFICATIONS:**

- 17 years of age or older.
- Must be available to work nights, weekends, and some holidays.
- 2 years of customer service experience.
- Experience with Square processing.
- Serv Safe Certificate or Willingness to Obtain.

**PHYSICAL DEMANDS:**

- Ability to lift up to 25 pounds.

**DUTIES AND RESPONSIBILITIES:**

- Serves as a friendly and welcoming representative of the Gordon JCC, often the first person that our members interact with.
- Check-in members, program participants, and guests using JCC procedures.
- Provide information regarding membership, policies and procedures, program events and classes, current and upcoming activities in a timely manner to both customers and staff.
- Answer phones politely and professionally, redirecting all calls to the appropriate staff.

- Use JCC membership software to process financial transactions including class registrations, program events, and membership transactions, enter new members and make changes and updates to members accounts with a high degree of accuracy.
- Report maintenance and facility requests to appropriate staff.
- Supervises the training and day-to-day operations of the outdoor pool front desk and concession stand.
- Communicates and supervises front desk associates and concessions staff and helps to handle staffing issues.

**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.
- Additional clerical duties as needed.
- Act and dress professionally, conducting themselves in a professional manner and always representing the JCC in a positive light.