



Job Description

Title: Front Desk	Department: Front Desk
Status: Part-time/Non-Exempt	Effective Date:

GENERAL PURPOSE

The Front Desk position is responsible for the daily operational tasks at the Greater Toledo Pool front desk. Under close supervision of the Lead Front Desk this person performs professional duties in ensuring effective performance of the front desk functions. This person coordinates in ensuring safety of patrons in and around the pools, and helps enforce all safety rules. as well as general cleaning and upkeep of the facility.

Essential Duties and Responsibilities

- Greets and directs visitors in person and on the telephone while answering program questions efficiently and accurately.
- Maintains and promote excellent guest service relations and open communication with children, parents, patrons and staff.
- Manages Point of sale and sales processing.
- Responsible for the collection and security of program, merchandise, and admission revenues.
- Maintains a clean, safe and friendly environment.
- Maintains a working knowledge of all general and building safety rules including specific knowledge of front desk operations, facility operations and basic knowledge of aquatics areas.
- Interfaces with patrons regarding concerns, problems, or any other significant issues. Provides input and feedback while responding to problems.
- Follows and administers department policies, guidelines and crisis management procedures.
- Ensures that swimmers are well supervised around the pool area.
- Orients new front desk staff to job duties and responsibilities.
- Helps coordinate and conduct Inservice training.
- Assists with the scheduling of front desk staff to ensure that adequate coverage of pool areas is maintained during operating hours.
- Inventories, orders, or recognizes when supplies or equipment need to be ordered and communicates the needs to the Aquatics Manager or Lead Lifeguard/Maintenance.
- Performs other related duties and/or special projects including but not limited to, general cleaning and disinfecting of facility and equipment.



MINIMUM QUALIFICATIONS

Education and Experience:

- Must be at least 15 years of age.

Knowledge of:

- General software knowledge (igo, Omnify).
- Email, programs and web search browsers.
- Ability to communicate effectively with patrons, supervisors, and other employees.
- Ability to remain alert, attentive, and responsible.
- Ability to be a team player.

Ability to:

- Maintain facilities and equipment in a clean, safe, and secure manner.
- Independently organize work, set priorities, meet deadlines, and follow up on assignments.
- Demonstrate strong customer service skills and establish, maintain, and foster positive and effective working relationships. Ability to communicate effectively with patrons, supervisors, and other employees.
- Remain alert, attentive, and responsible.
- Be a team player.

Licenses and Certifications

- Must possess or obtain within 6 months, American Red Cross Training certification in CPR for the Professional Rescuer or equivalent.
- Must possess or obtain within 6 months, American Red Cross First Aid or equivalent.
- Must be willing to work weekends, and holidays.

Physical Demands

Work is primarily performed within a public swimming pool environment, where stamina is needed to perform moderate to heavy lifting of pool equipment and furniture or children and adults who may require removal from the pool, and to stay in the pool for prolonged periods. Must possess the mobility to stand, stoop, kneel, reach, bend, climb, push and pull materials and equipment, and swim while wearing an appropriate uniform with protective equipment. Vision and hearing must be sufficient to see and hear adults and children in crowded and noisy conditions and/or situations. Must also possess: the mobility to work in an office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person or by using a telephone and radio. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or to operate safety equipment. Must possess the ability to swim distances and dive to pool depths, as determined by testing/certification authorities, and to lift 50 pounds or heavier weights with assistance and/or the use of proper equipment.



Work Environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee occasionally works near moving mechanical parts and pool mechanical systems. The employee occasionally is exposed to wet and dry conditions, fumes, toxic or caustic chemicals.
- The noise level in the work environment is usually quiet while in the office, and moderately loud when in the facility.
- The employee may be exposed to stressful situations as a result of human behavior.