

Front Desk Attendant**SUMMARY**

Under the direction of an assigned supervisor, perform receptionist duties and support recreation programs and activities. Responsible for providing customer service, information to the public both in person and over the phone, taking and processing class registrations and facility rentals, explaining and enforcing rules and regulations, successfully operating the cash register. Front Desk Attendants are in a position which places them in the public view where they are under constant scrutiny, and that the efficiency of the entire operation will be judged by the manner in which they perform their duties.

MINIMUM QUALIFICATIONS

- Good customer service skills, which include a pleasant manner, flexibility, problem-solving skills, and the ability to handle multiple tasks.
- Ability to communicate well both orally and in writing.
- Ability to be self-motivated and work under little supervision.
- Computer and cash register experience preferred.
- CPR and First Aid Certification required (or ability to obtain within 3 months).
- Must pass an FBI & Washington State Patrol background check

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Act as customer service representative at the front desk in a manner that is pleasant and respectful at all times and with an understanding that every Tukwila resident is part “owner” of the Tukwila Pool.
- Provide information to the public, take messages, refer calls, visitors or questions to the appropriate personnel as needed.
- Ability to learn to operate the cash register as well as computer registration software including taking payments & making change; processing registrations; operate computer point of sale system.
- Ability to work effectively with a diverse community, seeing value in multiple cultures and differing perspectives.
- Maintain supply of current flyers, brochures, forms and attendance sheets.
- Communicate information with co-workers.
- Keep First Aid supplies stocked and organized, notify supervisor of shortages, know 911 emergency procedures and have the ability to be certified in First Aid and CPR.
- File as needed; keep front desk tidy and organized; deliver and distribute the mail.
- Maintain regular, reliable, and punctual attendance; work flexible evening and/or weekend hours as required.
- Know, enforce, and adhere to all facility rules and regulations.
- Understand and be prepared to follow emergency procedures as prescribed in the staff manual, by the supervisor, and in-service training sessions, including writing detailed reports of all incidents.
- Attend monthly in-service trainings and meet all training requirements.
- Clean one or more areas in the facility every shift.
- Other duties as assigned.

Front Desk Attendant (continued)

PHYSICAL DEMANDS & WORKING ENVIRONMENT

- The physical demands described here are representative of those that must be met by an employee to successfully perform 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 is frequently required to walk, stand, sit, and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.
- The 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, pool mechanical systems. The employee is exposed to wet and dry conditions, fumes, toxic or caustic chemicals.
- The noise level in the work environment is usually loud when in the facility.

HOURS, WAGE & BENEFITS

- This is a part-time, hourly position. Shifts assignments are usually 7 to 9 hours long (including a ½ hour meal break), from 1 to 3 days per week depending on availability. Some weekend shifts may be required, but not often. Shifts assignments are considerate of outside commitments (such as school) whenever possible.
- Rate of Pay: \$13.75 for new hires.
- Benefits: Benefits include a family pass to the facility and employee discount on food purchases. No other benefits apply.

Front Desk Lead

SUMMARY

Same as Front Desk Attendants, with additional duties as assigned by the Director of Aquatics Operations.

HOURS, WAGE & BENEFITS

- This is a part-time, hourly position. Shifts assignments are usually 7 to 9 hours long (including a ½ hour meal break), from 1 to 3 days per week depending on availability. Some weekend shifts may be required, but not often. Shifts assignments are considerate of outside commitments (such as school) whenever possible.
- Rate of Pay: \$14.75 for new hires.
- Benefits: Benefits include a family pass to the facility and employee discount on food purchases. No other benefits apply.