



Souderton Pool Front Desk Receptionist Position Description

TITLE: Front Desk Receptionist

REPORTS TO: Pool Management/ Borough Management

SUMMARIZATION OF ROLE: Under the direction and supervision of the front desk manager, FDR will be responsible for daily admittance to the pool and cashiering. The FDR is the person who monitors who and what comes into the facility, and for this reason, it is paramount to understand our facility rules and regulations.

KNOW HOW: The receptionist must have knowledge of google docs, sheets, and forms. As well as proper etiquette in answering phone calls. General knowledge of credit card machines is helpful. Receptionists should have the communication skills necessary to deal with the public effectively and to be able to work with people of different races, religions, and ethnic backgrounds.

JOB REQUIREMENTS:

1. Check in members
2. Sell appropriate admission tickets to daily guests
3. Disperse and attach wristbands to those who have passed the swim test
4. Make necessary announcements
5. Be knowledgeable of programs that occur at the pool
6. Sign members and guests to our programs
7. Sign up guests or persons up for memberships
8. Simple housekeeping duties
9. Work well as a team
10. Share responsibilities for set up or break down of the office
11. Attend staff meetings
12. Complete all forms necessary for employment
13. Be welcoming to everyone
14. Respond appropriately in emergency situations

EFFECTIVE EMPLOYEES HELP:

1. Individuals feel welcomed as they enter the pool
2. Notify Aaliyah/ Maddie of needed supplies
3. Increase personal growth as an effective member of the team

SUBSTITUTES:

1. Be knowledgeable about your vacations and avoid signing up over those dates
2. You are responsible for getting coverage for any expected or unexpected absences (see Sub Binder)

DISMISSAL: 1. Failure to put safety first 2. Failure to comply with job description.

3. Excessive (3+) failure to show up for work with or without notice

SUMMER HOURS: Your position as a front desk receptionist will run for the duration of the summer, Memorial Day weekend to Labor Day Weekend. Employees are not guaranteed hours nor are they **ALLOWED TO EXCEED 40 HOURS. NO OVERTIME** is given.

SPECIAL CONSIDERATION: Above all, front desk employees should know you are the voice and face of the pool, and you should remember that you are an example for our members. No foolishness will be tolerated. **NEVER LEAVE THE OFFICE UNATTENDED.**

I HAVE READ THE ABOVE LISTED EXPECTATIONS AND RESPONSIBILITIES REQUIRED OF ME AS A SOUDERTON POOL EMPLOYEE. BY SIGNING I AGREE TO ABIDE BY THESE REQUIREMENTS TO THE FULLEST EXTENT.

PRINTED NAME: _____

SIGNATURE: _____

DATE: _____

MANAGER SIGNATURE: _____