



## Customer Service Attendant

Position Attribute	Attribute Data
Job Title	Customer Service Attendant
Classification	Part Time, Seasonal, Non-Exempt
Reports to	Aquatics Manager and indirectly to District Administrator
Direct Reports	Not Applicable
Work Location	North Fork Valley Pool
Work Hours	Scheduled shifts

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### About North Fork Pool, Park and Recreation District

The North Fork Pool, Park, and Recreation District was established in 1993 as a Title 32 Parks and Recreation Special District. Our mission is to provide a variety of activities and programs which enhance healthy lifestyles, build strong families, and provide a sense of community pride. The NFPPRD currently includes Crossroads Park in Hotchkiss, CO where 65 acres of ball and soccer fields, trails, a pumptrack and the North Fork Pool are located. Additionally, NFPPRD manages the Apple Valley Tennis Courts and a Skatepark located in Paonia, CO. NFPPRD is committed to maintain high standards and a professional atmosphere to promote quality services, facilities, and programs and support professional growth of its employees.

### About North Fork Pool

The North Fork Pool facility is located at 333 Miners Way in Hotchkiss, CO. The facility consists of (1) an approximate 139,700-gallon, 25-yard, 6 lane pool; (2) a therapy pool; a (3) wading pool; (4) 2 water slides along with a pool building consisting of a pool office, locker rooms, a small kitchen, equipment rooms and a mechanical room. Adjacent to the pool area, is a park area with shade structures, picnic tables and a concession stand. The pool facility is located within the 67-acre Crossroads Park. The pool facility experiences heavy volume during the summer season.

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### Essential Duties

The Customer Service Attendant assists and serves pool patrons. The role involves greeting patrons, handling entry fees, entering data into point of sales terminals, tracking the number of entrants into the pool area, addressing customer enquiries, assisting with parents and guardians questions relating to swim lessons, managing communications for pool bus, assisting with facility cleaning tasks. Additionally, the Customer Service Attendant supports swim lessons and lifeguard staff by purchasing necessary supplies at the local grocery store.

- **Customer Service:**
  - Greets patrons as they check-in at front desk.
  - Ensure a positive and welcoming atmosphere for pool visitors.
  - Answer incoming phone calls and manage voice mail for pool phone line.
  - Responsible for providing effective customer service both face-to-face and over the phone by answering front desk related questions and communications.



- Thorough knowledge of pool programs, services, facilities, and policies to answer questions.
- Calculate admission fees, receives monies from patrons, provide change using a POS terminal and printer as well as count patrons for attendance information.
- Monitors and ensures pool pass membership records and waivers are accurate and up to date, processes membership renewals, maintains various data files, and perform record keeping functions.
- Use public address system for pool bus and concession stand announcements.
- Assist with logistical questions for pool programs and events.
- Issue and maintain locker rentals.
- Responsible for end of shift cash balancing of their drawer.
- Processes daily receipts, prepare daily receipts for deposit, and ensures accuracy.
- Purchase kitchen, office, locker room supplies as well as pool staff hydration supplies.
- Regularly communicate with families and fellow staff members, remaining calm and efficient during periods of high volume at the front desk.
- **Routine Cleaning:**
  - Perform routine upkeep and cleaning of front desk, lobby, pool deck and surrounding areas, locker rooms, and entry areas.
- **Safety Oversight and Emergency Response:**
  - NFPPRD adheres to American Red Cross standards.
  - Ensure a safe exercise environment by monitoring participants during classes.
  - Enforce pool rules and respond promptly to emergencies. Collaborate with lifeguards and pool staff to ensure a cohesive and coordinated response to emergencies.

### Position Qualifications

- Must be 18 years of age at time of application.
- The role involves frequent trips to local stores and banks; therefore, a valid driver's license and personal transportation are required.
- Exceptional customer service focus: deliver quality experience, can handle pressure of customer escalations.
- Strong communication skills including telephone, verbal and written communication, and listening.
- Aptitude to cooperate and work within a team environment.

### Experience

- Entry level position that requires excellent customer service skills, organization skills, basic computer skills. Bilingual is a plus.

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### Education and Formal Training

- N/A

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### **Work Environment /Physical Activity**

- Busy public pool environment with extensive public contact. Hours vary according to schedule. Punctuality is mandated. Due to the high consequence of missed shifts, timely communication around scheduling is mandatory.
- Work is performed in a outdoor pool setting with constant exposure to noise and wet/humid conditions.
- Requires handling of average-weight objects up to 10 pounds..
- Requires eye-hand coordination and manual dexterity sufficient to operate POS equipment, telephone, pool equipment.
- Requires normal range of hearing and vision to record, prepare and communicate appropriate reports.
- Requires eyesight correctable to 20/20 to read numbers, reports, and provide safe oversight of pool office.
- Requires hearing within normal range for telephone use, communications with staff and public.
- The following materials are used daily.
  - Telephone, POS register, printer, public address system, pool supplies, kitchen and locker room supplies.

### **Compensation**

An hourly wage is paid DOE. Wage Scale is determined yearly by the NFPPRD Board of Directors.