



Job Title: Desk Attendant

Reports to: Pool Manager and Recreation Director

SUMMARY:

The Pool Front Desk Attendant must excel at public relations and customer service. They are responsible for providing courteous and accurate customer relations. When working the front desk you are in the position to hear feedback from the public. Any messages received must be relayed to the Recreation Director. It is essential to greet all patrons in a polite and courteous manner while providing any information about the pool complex/activities.

RESPONSIBILITIES AND DUTIES:

- Must have the ability to speak clearly and concisely
- Be responsible for all transactions, monies, and attendance records during your shift and must account for said monies at the end of shift
- Be friendly, helpful, and cheerful to all pool patrons
- Keep a record of inventory and inform the Recreation Director when product is low
- Dress code will be khaki shorts or pants and a staff t-shirt provided to new staff
- Set a positive example for public and others including cleanliness, punctuality, sharing, clean-up, and 'team' mentality
- Perform routine facility/grounds checks
- Other duties may be assigned as required

QUALIFICATIONS AND REQUIREMENTS:

- Applicants must be at least 16 years of age
- Required clearances: Pennsylvania State Police Criminal Record Check and Pennsylvania Child Abuse History
- Able to obtain CPR/ First Aid Certification (camp will provide an opportunity for primary or recertification during training week)
- Exhibit characteristics of: adaptability, leadership, responsibility, patience, dependability, integrity, and display a positive attitude every day
- You must have reliable transportation to and from work
- All Summer Employees are subject to random drug testing
- Past experience of working with public preferred

RECREATION DEPARTMENT 245 WEST FOURTH STREET WILLIAMSPORT PA 17701

PHONE (570) 327-7510 FAX (570) 327-7562

www.cityofwilliamsport.org



WORKING CONDITIONS:

Work is performed in a field environment; may be exposed to individuals who are difficult. It is mandatory to have the capacity to identify situations and proactively resolve issues that may arise from time to time. The noise level in the work environment is usually moderate to loud. Subject to irregular work schedule including weekdays, weekend and evening.

TO APPLY:

Complete a City of Williamsport Employment Application found online at cityofwilliamsport.org. Complete and return applications to Recreation Director. (570) 327-7510 with any questions or concerns.

Note: In accordance with the immigration reform act of 1986, employment of person's hired by the city after November 6, 1986 will be contingent upon presentation of acceptable documents verifying identify and authorization of employment in the United States.

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