



City of Kingman, Arizona

Classification: Aquatics Aide – Part Time
Department: Parks and Recreation
Accountable To: Assistant Aquatics Manager and Aquatics Manager
Created/Revised Date: March 2016
FLSA Status: Non-Exempt **Salary Grade:** Part-Time **Band:** A **EEO4:** 8

GENERAL DESCRIPTION OF POSITION:

Incumbents are responsible for performing entry level duties in support of summer aquatic programs. Assists staff in providing aquatic programs and activities to youth and adults of the community and preparing and maintaining facilities. Aquatics Aide may be assigned to perform any of the functions noted:

Locker Attendant: Serves as a customer service representative assisting the public in handling their clothing and personal belongings stored at the aquatic facility. Provides assistance to and supervision of patrons using the shower/changing facilities, as well as meeting, greeting and interacting with the public in a friendly and professional manner.

Pool Cashier: To oversee the intake of admission revenue from public swimming, lesson registrations and special events. In addition to receiving admissions revenue, the Pool Cashier will be responsible for completing daily deposits, keeping records of intake numbers, assisting the management staff in making bank deposits, as well as meeting, greeting and interacting with the public in a friendly and professional manner.

Snack Bar Attendant: Responsible for the day-to-day operations of the Centennial Pool Snack Bar. Operations and duties include preparation of food service for daily delivery, cleanup and sanitation upon closing each day, accepting money, keeping inventory and reporting needed order and problems to the supervisor in charge, while providing excellent customer service. Meets, greets and interacts with the public in a friendly and professional manner.

SUPERVISION RECEIVED:

Depending on assignment, works under the general supervision of the Assistant Aquatics Manager and/or Aquatics Manager or Recreation Coordinator and/or Recreation Superintendent.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES: Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Greets customers and patrons, responds to inquiries and requests, and provides information, assistance or instruction regarding program policies, procedures, and activities.
- Prepares equipment, facilities and service areas for daily activities. Stores and secures equipment, facilities or service areas at close of operation.
- Observes all necessary precautions to secure the safety of patrons.
- Assists in facility supervision and take necessary precautions to maintain the programs and facility in the manner in which they have been designed.
- Maintains order, safety and cleanliness of service areas and equipment by following procedures and enforcing operational rules and regulations. Performs basic cleaning and sanitizing of facilities and program areas.

- Identifies and reports unsafe conditions, assists with general maintenance and/or initiates repair requests.
- Attends all necessary meetings and trainings as scheduled.
- Completes written materials such as: daily attendance, accident/incident forms, timesheets, evaluations and other related records and reports.
- Provides excellent and proficient customer service to both internal and external customers.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.
- Responsible for maintaining open communications between staff, management and the public.
- Regular attendance is an essential function of this job to ensure continuity; Maintains regular, reliable and punctual attendance and adherence to scheduled hours of work.
- May be required to work early mornings, afternoons, evenings, weekends and holidays as needed;
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

Locker Attendant:

- Responsible for handing out personal effects bags, storage of bags, and retrieval.
- Responsible for assistance and supervision of patrons using the shower and locker room facilities.
- Performs routine housekeeping tasks in order to maintain orderly and clean pool locker rooms, shower rooms and restrooms.
- Maintains an adequate provision of paper goods, soaps, and other supplies in shower room and restroom.
- Performs facility supervision and take necessary precautions to maintain the facility in a safe way.
- Assists Pool Cashier with cashier duties as needed.
- Answers phones, basic facility maintenance, trash removal, and performs facility announcements.
- Quality customer service is a must. Communicate effectively with public, staff and management.

Pool Cashier:

- Responsible for accepting daily cash receipts, lesson registrations, and season passes.
- Responsible for supervision of patrons at the front counter, control window to the pool deck, and those entering the changing rooms upon entrance.
- Responsible for daily preparation of cash sheets, deposits slips, lesson rosters, and staff schedules.
- Conducts regular cleaning duties in the pool control office area.
- Observe all necessary precautions to secure the safety of participants.
- Performs facility supervision and take necessary precautions to maintain the facility in a safe way.
- Attend all necessary meetings and in-service trainings as scheduled.
- Fill out attendance records; Accurately balances daily receipts.
- Provides information to the public in-person and on the phone.
- Informs the public of rules and regulations pertaining to pool and park.
- Collects pool passes; Issues and organizes parent waiver forms.

Snack Bar Attendant:

- Performs general food service and prep work: stocking, thawing, packaging, sales, etc.
- Writes and logs daily concession receipts. Prepares daily cash sheets and deposit slips.
- Responsible for supervision of patrons at the Snack Bar window and in the immediate concessions seating area of the Snack Bar.
- Conducts professional customer service when meeting and serving the public.
- Collects and accurately accounts for money received for food dispensed.
- Performs regular, daily maintenance and cleaning of the inside and outside of concessions area, as well as, on equipment and utensils used in food preparation and delivery.
- Takes all necessary precautions to secure the safety of participants and the facility through diligent facility supervision and observation.
- Attends all necessary meetings and in-service trainings as scheduled.
- Responsible for maintaining open communications between staff, management and the public.
- Works with Aquatics staff to order and requisition food and supplies and maintains records of stock on hand.

Peripheral Duties:

- Assists in the supervision of program volunteers.
- May operate golf cart on park premises.
- If 18 yrs of age or older, may operate a city vehicle to run errands and attend to events.
- As needed, unlock and lock facilities.
- Performs related duties as required.
- Performs special assignments as requested.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- Minimum of 16 years of age or older.
- Some experience working with the public
- Some experience cashiering and work with a cash register OR
- Any combination of education, experience and training which demonstrates the knowledge and experience to perform the duties and responsibilities of the position.

Knowledge:

Basic knowledge of customer service principles and practices; recordkeeping practices; Principles and practices in assigned area of responsibility; General cashiering and computer experience; First aid and CPR for proper response in an emergency situation; Federal OSHA and State and County regulations and City policies regarding safe work practices.

Skills:

Skill in the effective, safe operation of listed tools and equipment, particularly cash registers; Utilizing computer hardware and software to accomplish work assignments (i.e., Microsoft Office) and demonstrate proficiency to update documents, spreadsheets, and databases.

Abilities:

Ability to: Understand and follow directions given by immediate supervisor; Learn and understand pool rules and regulations; Adhere to program standards and objectives outlined in city policy and by supervisors; Deal courteously and cooperatively with the public; Effectively explain rules, provide guidance and enforce appropriate discipline; Keep and maintain complete and accurate manual and electronic records; Establish and maintain effective working relationships with other City employees and the public; Respond to requests and inquiries courteously; Perform basic arithmetic calculations and make appropriate change; Prepare and serve food in accordance with Mohave County Health Department (MCHD) regulations; Communicate effectively both orally and in writing; Use equipment and tools properly and safely; Participate in teamwork productively and establish and maintain effective working relationships with employees, supervisors, and the public; Work effectively with the public and other staff, particularly in busy, fast-paced environment; Maintain regular attendance and recognize attendance as an essential function of this job to ensure continuity; Willingness to work shifts and hours for department held events and activities to include the working of early mornings, afternoons, evenings, nights, weekends, and holidays as scheduled and as necessary; and work in different weather conditions with exposure to the elements; Describe orally and in writing incidents or complaints; Assist recreation staff at special events.

Special Requirements:

Some assignments may require valid Arizona state driver's license or ability to obtain one. Possession of Cardio-Pulmonary Resuscitation/First Aid Certification or ability to obtain certification within 60 days of assignment to position.

Snack Bar Attendant: Current Mohave County Health Department Food Handlers Card.

WORK ENVIRONMENT:

The work environment characteristics attached to the job description 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. - See Physical Demands Form

EXPECTED BEHAVIOR/QUALITY OF SERVICES:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES:

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF:

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____