

LAKE ARBOR FOUNDATION, INC.
POOL GATE ATTENDANT POSITION DESCRIPTION

The incumbent will serve as a Pool Gate Attendant at the Lake Arbor Foundation Center from June 1 through Labor Day, September 2, 2024, working a designated schedule. Pool Gate Attendants work under the supervision of the LAFI Pool Coordinator Designee or a LAFI Facilities Team member.

DUTIES AND RESPONSIBILITIES:

- ◆ Exercises initiative and reads and becomes thoroughly conversant with the LAFI Pool Rules and Regulations to be able to quickly show swimmers or guests the applicable rule that must be followed or is being violated. In addition, if subjected to a pop quiz by the LAFI Pool Coordinator Designee or other LAFI management, will be able to correctly render the applicable rule.
- ◆ Manages access to the pool area and ensures that all persons entering the gate sign in via the designated method. Observes adherence to COVID-19 protocols as instructed by the LAFI Pool Coordinator Designee.
- ◆ Oversees the contactless pool payment method to ensure all persons entering the gate have paid the designated fee. Does not accept any cash payments.
- ◆ Distributes arm bands to all persons who enter the gate, utilizing a different color each day to ensure all persons in the pool on a given day have paid.
- ◆ Ensures that the LAFI Pool Rules and Regulations are followed and seeks assistance from the LAFI Pool Coordinator Designee if needed to resolve an issue.
- ◆ Takes ownership of all guest requests and complaints, tries to resolve issues immediately and follows up to ensure the guest's satisfaction. Reports unresolved issues promptly to the LAFI Pool Coordinator Designee or LAFI Facilities Team.
- ◆ Inspects the bathhouses on arrival and periodically throughout the day to ensure cleanliness. Reports any bathhouse cleanliness, pool maintenance and lifeguard issues to the LAFI Pool Coordinator Designee or available LAFI officials.
- ◆ Consults with the lifeguards to ensure pool capacity limitations, if any, are adhered to. Acknowledging that the lifeguards have official responsibility for pool operations.
- ◆ Refrains from having visitors or swimmers sit/hang around at the entry desk to ensure no distraction from performing the assigned duties.
- ◆ Does not leave the entry desk without ensuring that the pool gate is being monitored by LAFI personnel.
- ◆ Performs other duties as may from time to time be assigned.

QUALIFICATIONS:

- ◆ Minimum age of 18 years.
- ◆ High School diploma or GED equivalent.
- ◆ Knowledgeable of LAFI's programs, services, and facilities to answer guest inquiries.
- ◆ CPR and First Aid Certified is an added advantage.
- ◆ Excellent verbal communication and customer service skills.
- ◆ Demonstrated dependability and timeliness.

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WORK SCHEDULE:

Tour of duty will be one of two shifts from 12:00pm to 7:00pm, please indicate your preference:

1. Weekday (Monday through Friday) or
2. Weekends (Saturday and Sunday)

The Pool Gate Attendant shall arrive **no later than 11:45am** to carry out pre-pool opening activities, i.e., sign-in and other related tasks.

CONDITIONS OF EMPLOYMENT:

- ◆ Federal/State Background Check
- ◆ State Child Protective Service Clearance
- ◆ Documented age-appropriate COVID-19 vaccination and required booster(s)