



## Pool Attendant

**# OF OPENINGS: 3**

### **Job Duties:**

Consistently demonstrates superior customer service skills by displaying outlined service behaviors. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates guest's wins. Is ready to serve and is informed of daily information; builds relationships by greeting guests with a warm, friendly verbal greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effectively resolves service breakdowns when they exist. Promotes Total Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

Responsible for ensuring that the pool area is safe and clean at all times. Monitors all activities on the pool deck and the towel desk. Responsible for enforcing pool rules, securing designated areas and providing assistance to guests as needed. Responsible for pool registration procedures, including distribution of towels and chairs to guests. Operates cash register and accurately settles checks according to established procedures. Cleans recreational areas and equipment. Tests and treats pool water to maintain standards.

### **Qualifications:**

Excellent interpersonal and communication skills. Prior customer service experience.

### **DISCLAIMER:**

"This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, or technical developments)."