

JOB TITLE: Pool Supervisor (seasonal)

DEPARTMENT	Borgata Pool	EEO CLASS	
JOB CODE	3575	ACCESS CODE	
REPORTS TO	Spa Operations Shift Manager	SUPERVISES	Lifeguards, Pool Attendants
LICENSE TYPE	UNL	REVISION DATE	4/6/2015
SALARY GRADE	H9A	PREVIOUS UPDATE	3/25/2014

JOB DESCRIPTION AND RESPONSIBILITIES:

The Pool Supervisor is directly responsible for managing the staff and overall operation of the pool areas of The Water Club and Borgata during their assigned shift. Responsibilities include managing staff, monitoring facility maintenance and responding to customer concerns.

List the primary job duties and responsibilities using headings and give examples of the types of activities under each.

MANAGING STAFF:

- Monitor daily staffing levels to ensure appropriate coverage
- Assist in training, coaching and counseling of team members
- Supervise team members to ensure accuracy in performance of assigned tasks

FACILITY MAINTENANCE:

- Conduct walk-thrus to determine maintenance needs
- Follow up with Facilities or EVS to address maintenance needs
- Check chemical testing log for accuracy and timeliness of tests conducted
- Monitor linen supplies
- Maintain health and safety regulations as required by Borgata, state and local agencies
- Responsible for the cleanliness, safety and equipment maintenance in accordance with Risk Management and OSHA guidelines

CUSTOMER RELATIONS:

- Promote positive customer relations for all customers by providing prompt, courteous and efficient service
- Resolve customer complaints in a manner which promotes positive customer relations

GENERAL:

- Work cooperatively with all other departments
- Works diligently to support the S.H.O.W. Service Basic Standards culture and team philosophy throughout the property
- Comply with and ensure team members adhere to all departmental and Company policies
- Comply with all state, local, ADA, OSHA and other regulatory requirements
- Maintain confidentiality of all Borgata proprietary information
- Maintain accurate property information through daily use of the portal, email, sharepoint and other forms of communication
- Performs other work related duties as assigned by Management

If the job requires special working conditions, they should be stated in the job description. Special working conditions cover a range of circumstances from regular evening and weekend work, shift work, working outdoors, court testimony, working with challenging clients, and so forth.

- Work a variety of shifts, including holidays and weekends
- Stand for an 8-hour shift
- Work outdoors for an 8-hour shift during summer months
- Lift, push or pull up to 50 pounds
- Communicate with customers in English in person and on the phone
- Remain calm when speaking with challenging customers

ESSENTIAL JOB FUNCTIONS:

Universal and constant

Service Standards	Constantly
Welcomes customers with an engaging and respectful greeting	X
Interacts with customers and team members in a warm and friendly manner	X
Communicates respectfully with customers and team members	X
Provides assistance to customers and team members in need	X
Assists customers in need of direction by offering to accompany them to their location	X
Conveys a fun and energetic attitude to customers and team members	X
Invites departing customers to return to Borgata	X
Attends work regularly and predictably and punctually.	X

Office/Field/Trade Equipment	Percent of Time			
	N o n e	Under 1/3 Seldom to Occasionally	To 2/3 Occasionally to Frequently	Over 2/3 Constantly
None				
Telephone/Cell Phone				X
Copier/Fax/Printer				X
Computer				X
Kitchen Equipment	X			
Floor Cleaning Equipment	X			
Vacuum	X			
Ladders	X			
Aerial Lifts	X			
Fall Protection	X			
Costume	X			
High-heeled Shoes	X			
Respirator	X			
Powered Industrial Trucks	X			
Carts			X	
Lawn Maintenance Equipment	X			
Hand Tools (rake, shovel, broom, etc.)	X			
Car/Truck or other motor vehicle		X		
Automatic External Defibrillator	X			
CPR & First Aid Equipment		X		
Power Tools	X			
Cash Register	X			
Two Way Radio				X

Environmental Exposure	Percent of Time			
	None	Under 1/3 Seldom to Occasionally	To 2/3 Occasionally to Frequently	Over 2/3 Constantly
None				
Indoor			X	
Outdoor				X
Hot or humid conditions				X
Cold temperatures	X			
Hot or humid conditions (non-weather)	X			
Exposure to Bloodborne Pathogens		X		
Fumes	X			
Vibration	X			
Very loud noise				X
Crowds				X
Casino Related Atmosphere	X			
Second Hand Smoke		X		
Chemicals				X

Mental Abilities	Percent of Time			
	None	Under 1/3 Seldom to Occasionally	To 2/3 Occasionally to Frequently	Over 2/3 Constantly
Communicate in English				X
Read English				X
Write English				X
Problem Solve				X
Hear				X
Interpret data	X			
Organize				X
Supervise				X
Team Member/Customer Interaction				X
Create fun, sensual, entertaining atmosphere				X

Physical Demands	Percent of Time			
	None	Under 1/3 Seldom to Occasionally	To 2/3 Occasionally to Frequently	Over 2/3 Constantly
Sit		X		
Stationary position		X		
Move or Traverse				X
Use hands to write, operate, activate, use, prepare, inspect, place, detect or position				X
Reach with hands and arms				X
Ascend or descend				X
Stoop, kneel, crouch or crawl to position self				X
Communicate, detect, express oneself, or exchange information				X
Detect, determine, perceive, identify, judge, observe				X
Taste or smell to detect		X		
Carry weight to move, remove, transport or position				X
Administer First Aid/CPR/AED		X		
Stand				X
Apply and wear cosmetics		X		
Appear comfortable and engaging in the assigned costume				X

	N o n e	Under 1/3 Seldom to Occasionally	To 2/3 Occasionally to Frequently	Over 2/3 Constantly
Lift, carry or restrain up to 10 pounds				X
Lift, carry or restrain up to 25 pounds			X	
Lift, carry or restrain up to 50 pounds		X		
Lift, carry or restrain up to 100 pounds		X		
Lift, carry or restrain more than 100 pounds		X		
Push/Pull up to 10 pounds		X		
Push/Pull up to 25 pounds			X	
Push/Pull up to 50 pounds			X	
Push/Pull up to 100 pounds				X
Push/Pull up more than 100 pounds		X		
Overhead Reach		X		

QUALIFICATIONS:

- High school diploma or GED equivalent
- Associate's degree or other formal education in process preferred
- CPR/AED certification preferred
- TIPS certified
- Supervisory experience in a high-quality, luxury-oriented resort spa/pool or high-end club
- Must possess driver's license
- Knowledge of Microsoft Office applications preferred
- Excellent personal appearance
- Clear communication skills

Disclaimer:

This is not an exhaustive list of all responsibilities requirements and skills. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change.