



Pool Attendant:

Responsible for maintaining the appearance of the pool deck area to established hotel standards. Monitors all activity on the pool deck and ensures the pool area is operating in a safe and clean manner at all times. Escorts guest to reserved seating and enforces pool rules.

- Responsible for enforcing pool rules, securing designated areas and ensuring all guests have designated wristbands for access
- Provides assistance to guests at the pool throughout the day following their check-in at the pool desk. Distributes towels to guests.
- Clean furniture before pool opens for the day and throughout the day as needed. Maintains cleanliness of the pool and deck areas.
- Collect used items and dispose of properly (ie. Cups and paper items in the trash, towels in used towels carts, etc.)
- Tests and treats pool water to maintain proper PH levels per operating standards.
- Walk the pool deck engaging with guests to build rapport.
- Ensures the pool counter is stocked with needed supplies and handles the delivery and allocation of pool towels both clean and dirty.
- Remains alert to all activity occurring on the pool deck throughout their shift.
- Treats guests with courtesy and respect at all times.
- Remains appropriately groomed and follows established guidelines for dress code.
- Notifies the supervisor or manager immediately of any problems at the pool requiring extra ordinary attention (ie. Guest injury, guest employee conflict, guest intoxicated etc.)
- May perform additional duties as assigned by pool/spa management.

EDUCATION and/or EXPERIENCE:

High School diploma or G.E.D. certificate. Prior customer service experience required.

QUALIFICATIONS:

- Excellent interpersonal and communication skills.
- Excellent customer service skills.

PHYSICAL DEMANDS:

- Ability to lift and carry approximately 50 pounds repeatedly during a shift.
- Ability to push and pull up to approximately 500 pounds on wheels.
- Ability to perform reaching and stooping motions repeatedly needed for cleaning and stocking type work.
- Tolerance to work outdoors in extreme heat for extended periods of time.
- Visual abilities needed to effectively monitor the activity taking place in the pool area.
- Excellent interpersonal and communication skills.
- Prior customer service experience.

WORK ENVIRONMENT:

Diverse, fast-paced, requires ability to multi-task, physical demands to include standing for long periods of time and must be able to tolerate extreme indoor/outdoor heat at times.