

CENTRAL UNIFIED SCHOOL DISTRICT**POSITION DESCRIPTION**

Position: Aquatics Complex Receptionist**Classification:** Temporary Contract**Reports to:** Aquatics Director**Salary Range:** FLSA Non - Exempt**Work Year:** Seasonal

EDUCATION AND EXPERIENCE

Must be 16 years of age.

SUMMARY

The primary purpose of this role is to deliver a front of complex customer experience that generates customer satisfaction. The receptionist will do this by delivering a number of key reception functions.

SPECIFIC RESPONSIBILITIES

Meet and greet Aquatics Complex patrons and ensure that all/any customer contact is undertaken with the utmost courtesy, respect and professionalism.

Control, organize, and administer all/any payments which take place at the Aquatics Complex. This will include reconciling of cash for individual, ad hoc and block booking transactions as well as the responsibility for the end of day banking operations.

Ensure that the appropriate sanctions are put in place to control entry for all/any non-payers in line with current policies, procedures and practices in place at the Aquatics Complex.

Efficiently and effectively route all internal/external telephone calls.

Undertake general administrative duties to ensure the smooth running of the Aquatics Complex e.g. typing, dealing with emails, photocopying, circulation of information, preparing daily paperwork, filing, proof reading etc.

Undertake specific administrative responsibilities in support of particular projects or members of staff, as required by the Aquatics Director.

Ensure no unauthorized personnel enter activity areas (e.g. the swimming pool) and that all monies and sensitive data are kept safe and secure at all times.

Make use of appropriate computer software, equipment and facilities in order to complete duties in the most efficient and effective way including word processing, spread sheets, publisher etc.

Ensure that the reception area is kept clean and free from clutter at all times.

Remain up-to-date with all Aquatics Complex activities/promotions/prices and programming.

Ensure that all promotional material/literature is neatly displayed and up to date as appropriate.

Undertake suitable training to ensure that skills remain current and commensurate with the five star service required for this role.

In agreement with the Aquatics Director, to introduce processes and procedures which could improve/enhance the customer experience.

To establish and maintain effective communication channels and efficient/effective working relationships with other members of the Aquatics Complex team.

To keep the Aquatics Director fully up to date and informed about all allocated areas of responsibility and to report any significant problems as appropriate and within a reasonable time frame.

Carry out duties in a manner which neither endangers yourself nor other people and correct (if safe to do so) or report unsafe conditions or anything likely to cause injury or ill health to the Aquatics Director or District Athletic Director. Read, understand and implement the Health and Safety Policy & arrangements for the Aquatics Complex, which will be made available to you.

Such other duties as required to ensure the smooth running of the reception desk and the Aquatics Complex.

SPECIFIC QUALIFICATIONS

Aquatics Complex employees must be currently certified with Red Cross Lifeguard Training and current Red Cross or First Aid and CPR/FPR cards.

WORKING CONDITIONS

Constant interruptions; possible contact with dissatisfied individuals; intermittent noise; repetitive activities.

PHYSICAL ABILITIES

Dexterity to operate a computer and other standardized office equipment. Sitting for extended periods of time; reaching overhead, above the shoulders and horizontally, bending at the waist and kneeling to retrieve files from cabinets and shelves; hearing and speaking to exchange information in person or on the telephone; seeing to read various documents related to assigned activities; lifting light objects.