

Front Desk Job Description

Under general supervision of the Jack Boynton Pool Manager, operate the front desk and concessions stand at the Pool while upholding the Jack Boynton Pool mission and values in a professional manner.

Responsibilities and Duties

1. Assist patrons with membership forms, COVID Rule Agreements, facility rentals, daily sign-ins and other paperwork
2. Take money and make change for entry fees and concession sales
3. Monitor reservations and open slots, track the number of patrons/patron groups at the Pool, and ensure that patron/patron group caps aren't exceeded. Inform potential visitors when cap is reached.
4. Maintain appropriate records of memberships sold, patrons entering and exiting the Pool, and cleaning logs
5. Answer questions from patrons in person and over the phone
6. Track sales and money received; count and close out cash drawers daily.
7. Track concession inventory for re-orders
8. Maintain front desk area and help with general cleaning of facility
9. Assist lifeguard staff in an emergency by calling for appropriate services
10. Inform patrons about new COVID-19 rules and help to monitor patron compliance with COVID rules

Qualifications and Skills

- Preferred 6 months to 1-year experience directly related to the duties and responsibilities specified above.
- Ability to prepare routine administrative paperwork
- Attention to detail
- Ability to follow routine verbal and written instruction
- Available to work weekends/holidays
- Excellent interpersonal communication and organizational skills
- Strong problem-solving skills
- Ability to assertively, but politely, enforce rules