

CITY OF SYRACUSE
POSITION DESCRIPTION

POOL OFFICE ASSISTANT

I. OBJECTIVE

- A. To promote safety of all persons in and around pool area during recreational and fitness swims.
- B. To maintain familiarity with the policies, procedures, and safety regulations as provided.
- C. To continually promote a good working relationship with all pool employees and maintain a good public image for the City of Syracuse.

II. RESPONSIBILITIES

- A. Responsible for the entire concession stock and in charge of making sure everything stays stocked and employees are not stealing.
- B. Assume responsibility for the health and safety of the pool patrons.
- C. Keep track of inventory needs and notify the Shift Manager, Pool Assistant Manager, or the Recreation Manager if we are low on supplies.
- D. Keep records of patrons pool passes and swim lesson records in an orderly fashion.
- E. On a regular basis; In charge of answering the telephone, writing pool passes, keeping daily records, helping patrons with questions, giving out goggles, organizing the office, arranging pool baskets and maintaining overall cleanliness of the office.
- F. Keep track of the cash flow throughout the day, make sure all money is accounted for.
- G. If any issues with the cashbox, look for advice from the Shift Manager. All money must be matching and accounted for on a daily basis. Will sign off with shift manager prior to leaving for the day.

- H. Require pool patrons to abide by all the rules as written in handbook and those posted at the pool.
- I. Help with cleaning duties as they are completed.
- J. Know bad weather procedures.
- K. Be dressed in appropriate attire.
- L. Record disciplinary measures when necessary.
- M. Be courteous and tactful in handling the public, answering questions, or enforcing pool regulations.
- N. Report all public discrepancies and discipline incidents to the Shift Manager, Pool Assistant Manager or Recreation Manager immediately or at earliest convenience.
- O. Enforce phone rules:
 - 1. No personal calls on the office phone except to and from parents or relatives.
 - 2. Office phone must be kept open for incoming calls.
- P. No friends are to socialize with employees on duty which would interfere with the employee's performance of his or her job duties.

III. RELATIONSHIP

- A. Reports to the Shift Manager
- B. Reports to the Assistant Pool Manager
- C. Reports to the Recreations Manager
- D. Directs
 - 1. To the Shift Manager
 - 2. To the Recreation Manager
- E. Coordinates and cooperates with
 - 1. Internal
 - a. Shift Manager
 - b. Recreation Manager
 - c. Fellow pool employees
 - 2. External
 - a. City Clerk, Mayor, and Council members.

- b. Public-should maintain a friendly attitude in all contacts with the public

IV. AUTHORITY AND ACCOUNTABILITY

- A. The Office Assistant has the same authority as all the lifeguards.

V. QUALIFICATIONS

- A. First Aid Certification
- B. CPR Certification
- C. Sufficient knowledge in overall pool procedures and skill to perform all of the pool duties safely.