



Position Description: Lead Attendant –Bloomington Family Aquatic Center

Position Title: Lead Attendant

Date: 2022

Department: Parks and Recreation

Division: Recreation

Accountable to: Recreation Supervisor

Pay rate: \$14.25-\$16.25/hour

Primary Objective of Position:

To oversee the admissions and concession operation at the facility in order to provide a high quality of customer service for patrons and supervise seasonal staff.

Essential Functions of the Position:

Program Responsibilities:

- Knowledge of daily operations for admissions and concessions.
- Ability to communicate well with customers, staff, coordinators, and supervisor.
- Coach staff members in facility procedures and policies, and delegate tasks and follow up when needed.
- Evaluate staff members' performance and provide direction on improving work performance.
- Maintain a clean and orderly admissions/concessions area, including lost and found.
- Posting proper signage for upcoming events (e.g. swim meets or the closing of the facility).
- Maintaining a positive work environment that focuses on providing high quality service.
- Attend Leadership meetings.
- Communicate any staff scheduling changes to the Assistant Coordinators.
- Plan and implement staff in-services and trainings.
- Complete the nightly reporting and money handling procedures.
- Ensure that the concessions area is stocked.
- Order for shipments and buy items in store for Concessions.

Program Evaluation:

- Prepare the end of season report
- Provide patrons an opportunity to provide feedback

Staff Supervision

- Admissions Staff
- Concessions Staff

Minimum Qualifications:

- 18 years of age
- One or more years of customer service skills and cash handling procedures

Desirable Qualifications:

- Proficient in Microsoft Office Suite
- Knowledge and proficiency in Rec-Trac