



Position Description: Admissions Lead – Bush Lake Beach or Bloomington Family Aquatic Center

Position Title: Admissions Lead

Date: 2019

Department: Parks and Recreation

Division: Recreation

Accountable to: Recreation Supervisor

Primary Objective of Position:

To oversee the admissions 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
- Ability to communicate well with customers, staff, coordinators, and supervisor
- Proposed scheduling of admissions staff based on schedule of facility
- Delegate tasks and follow up to make sure they were completed
- Coordinate Lead schedule with Assistant Coordinators to provide adequate coverage
- Maintain adequate materials at the facility and request additional materials from City Hall when running low (e.g. season pass forms, brochures, receipt paper, printer toner, and all other forms used in daily operations, etc.)
- Posses a full understanding of Rec-Trac software, with the ability to train fellow attendants
- Set-up and manage group reservations and birthday parties
- Coordinate group scheduling for concessions when large groups arrive at the pool
- Process time off requests and shift changes of admissions staff
- Address employee issues in a timely manner and document – give copies to Recreation Supervisor for employee files.
- Maintain a clean and orderly admissions area, including lost and found
- Make sure time cards are being filled out correctly and turned in on time
- 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 “Lead” meetings as scheduled
- 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

Program Evaluation:

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

Staff Supervision

- Admissions Staff

Minimum Qualifications:

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