

**Ken-Caryl Ranch Metropolitan District
Job Description**

Title: Guest Services - Aquatics
Pay Range: \$12.55 - \$14.55
Date of Update: January 1, 2022
Status: Non-Exempt
Classification: Seasonal
Department: Aquatics
Reports to: Aquatics and Community Coordinator

This Job Description outlines the basic requirements, duties, and general responsibilities of the position of Guest Services - Aquatics. Unless modified by a written Employment Agreement, this position is “at-will,” which means the Ken-Caryl Ranch Metropolitan District (“District”) may terminate the employment relationship at any time and for no reason, subject only to the requirements of federal and state law. Similarly, the employee may terminate the employment relationship without notice at any time for no reason.

The headings in this job description are for reference only and shall not affect its interpretation. Unless expressly defined in this job description, all terms have the same meaning as defined in the Employee Handbook.

Job Summary:

Under the direction of the Pool Manager, Aquatics and Community Coordinator, and Guest Service Specialist, Guest Services – Aquatics serve as point of entry for check-in, payments, admissions, and sales for the seasonal pools. Hours range from 10:00 am – 7:00 pm, seven days a week, with the opportunity for more hours during special events.

Essential Functions:

The following duties are an overview of the primary duties and responsibilities of Guest Services - Aquatics and should not be considered an all-inclusive list.

- A. Tracks admissions,, utilizes software system for all registrations, payments, memberships, and rentals.
- B. Responsible for adhering to cash handling procedures to ensure that all transactions are accounted for appropriately.
- C. Greet and assist patrons who walk-in or call on the phone; answer questions, take registrations, sell passes, or provide general customer service; resolve issues or direct to another staff member.
- D. Provides excellent first point of contact customer service to guests.
- E. Responsible for cleaning/maintenance of admissions hut and surrounding areas.
- F. Consistently promotes a positive, professional image of the District and provides excellent customer service at all times.

Required Experience:

1. Must be at least 15 years of age.

Knowledge, Skills, and Abilities:

1. Ability to work a schedule that will include evenings, early mornings, weekends and holidays as conditions or programming schedules might dictate.
2. Ability to read, write, speak, and understand the English language at a level adequate to perform the job.
3. Must have the ability to be flexible and be able to adapt to changing daily schedules based on timelines and facility needs.
4. Working in a variety of locations and sometimes in challenging weather conditions.
5. Develop and maintain relationships with District employees, volunteers, the community, public agencies, and the private sector.
6. Basic knowledge of cash handling procedures.
7. Must be able to problem solve and have excellent communication skills.

Work and Physical Requirements:*Working Environment*

1. Moderate physical activity will be required frequently.
2. Work will be required outdoors in all weather conditions.
3. Work may be required under hazardous and adverse conditions, including, but not limited to, slippery and uneven surfaces and proximity to moving mechanical equipment.
4. Use of sensory activities, such as talking, seeing, hearing, smelling, feeling (identifying objects by touch), depth perception and color vision will be required frequently.
5. Work will involve periods of high physical, mental and/or emotional stress.

Physical Requirements

1. Have ability to lift, move and carry objects more than fifty (50) pounds frequently.
2. Have ability to stand, walk, sit, kneel, stoop, bend, lift, squat, push, pull, crawl, jump, slide, climb, pinch, grip, reach overhead, reach away from body, and perform repetitive motions.
3. Be able to work evenings, holidays, and weekends as needed.