



Office of Human Resources
 145 Gorman Street, 2nd Fl
 Annapolis, MD 21401-2535

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Position Vacancy Announcement

Position	<u>Pool Front Desk Attendant (Seasonal)</u>	Opening date	<u>February 17, 2021</u>
Department	<u>Recreation & Parks</u>	Closing date	<u>Open until filled</u>
Pay range	<u>\$11.75 per hour</u>		

General statement of duties

Responsible for ensuring that guests receive the highest level of customer service for Annapolis' Recreation and Parks Aquatics Center. Responsible for providing assistance and knowledge of facility rental and other center information. This front desk attendant will work weekdays and weekends.

Distinguishing features of the class

An employee in this class provides customer service to the front desk of the aquatics center. This includes answering phones, and equipment check out. Also works with other professionals throughout the center to ensure satisfied members and guests of the center.

Examples of work (illustrative only)

- Assign staff for front desk and pool parties
- Provide exceptional customer service to members & guests
- Keep front desk area, lobby area, locker rooms, and parking lot neat and presentable at all times
- Coordinate pool parties
- Ensure building procedures are followed daily
- Serves as initial customer service contact for members at the front desk and snack bar, including answering phone, questions, welcoming and signing in visitors, and other public communications
- Responsible to assure phone and computer systems are functioning properly
- Assist Program Staff as needed

- Assist to ensure cleanliness and brochure distribution of lobby area/bulletin boards for inappropriate information/out of date materials
- Other duties as needed.

Required knowledge, skills and abilities

Comprehensive knowledge of the principles and practices of customer service, one year of related customer service job experience; ability to work with the general public in a tactful way; general knowledge of first aid/CPR practices and techniques; ability to develop and maintain effective relationships with co-workers and activity participants.

Acceptable experience and training

Considerable organizational, direct customer service and clerical experience or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. CPR, First Aid and AED certifications (must be obtained within 60 days of hire).

Americans with Disabilities Act

Physical ability: ability to operate multi-line phone equipment.

Visual ability: sufficient to observe recreation activities.

Hearing ability: sufficient to hold conversation with other individuals both in person and over a telephone.

Speaking ability: Ability to communicate effectively with other individuals in person and over a telephone.

Freedom from mental disorders which would interfere with performance of duties as described.

Application process

Candidates must complete a City of Annapolis application form online at:

<https://www.annapolis.gov/237/Jobs-with-the-City>.

All qualified applicants will receive consideration for employment, without regard to political or religious opinion or affiliation, age, race, creed, color, sex, national origin, marital status, physical or mental disability, sexual orientation or genetic information. The City of Annapolis is an Equal Employment Opportunity/ADA Compliant Employer.