

CLASSIFICATION SPECIFICATION
VILLAGE OF LOUDONVILLE

An Equal Opportunity Employer

TITLE: Concession Stand Worker

CODE: (Front Gate Attendant)

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JOB RESPONSIBILITIES: Under general supervision, operates the pool concession stand. Prepares and sells food in accordance with the rules of the Ohio Department of Health, and performs front desk duties. (Performs other related duties as required.)

REQUIREMENTS:

QUALIFICATIONS: Any combination of training and work experience in addition to the above requirements which indicates possession of skills, knowledge and abilities listed below. An example of an acceptable qualification for this position is:
 Knowledge of public relations techniques. Ability to add, subtract, clean and prepare food, work cash register, complete records.

% of time	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS AND ABILITIES: necessary to perform duties (*indicates development after employment)
20	(1) Performs front desk duties, greets public and courteously gives information about pool memberships, lessons, rentals, rules and regulations, programs and fees; assists public with completion of forms.	(1) Knowledge of (a) department goals and objectives, (b) pool procedures and programs; Ability to (c) communicate in verbal and written form, (d) tactfully respond to inquiries and complaints from general public.
15	(2) Completes daily pool attendance, including daily attendance by season members with passes; completes applications for swimming pool season memberships, daily operating forms, swimming lesson sign up, private lesson forms, and any other forms or records requested of the Pool Manager or Recreation Director.	(2) Knowledge of (a)m (b); Ability to (c), (d), (e) gather, collate and classify information, (f) copy and record figures.
20	(3) Operates cash register, collects fees for season passes, swimming lessons, program fees, and entrance fees; prints initials on cash register tape; does not leave front gate unattended; is responsible for making up difference between the cash register record of receipts and the actual cash balance (balances register.)	(3) Knowledge of (a), (b); Ability to (c), (g) operate cash register, and subtract, and exhibit skill in use of calculator.

Date Adopted: _____

Date Revised: _____

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5	(4) Assures that the telephone is used for business purposes only; answers the phone and provides.	(4) Knowledge of (a), (b); Ability to (c), (h) assess questions and provide appropriate information or referral.
5	(5) Keeps suggestion box, brochures, and rule sheets in good supply for patrons; notifies manager if forms or brochures are low; maintains records as indicated by pool manager.	(5) Knowledge of (a), (b); Ability to (c).
5	(6) Maintains cleanliness and order in the basket room and encourages the use of baskets and pins.	(6) Knowledge of (a), (b), Ability to (c), (d), (j) cooperate with co-workers
5	(7) Maintains lost and found box and assures that anyone claiming an item signs receipt; keeps money and valuables turned into front desk in a locked storage area or container.	(7) Knowledge of (a), (b); Ability to (c), (i) collate and classify information and people.
5	(8) Attends pool staff meetings, follows all safety and emergency procedures.	(8) Knowledge of (a), (b); Ability to (c), (d), (j) cooperate with co-workers
5	(9) May perform swimming instructor aid duties under the direction and supervision of the Swimming Instruction Coordinator, including demonstration of skills and helping with children.	(9) Knowledge of (a), (b), (k) YMCA swimming requirements; Ability to (c).
5	(10) Keeps a library of swimming pool catalogs and manuals; reads about aquatics when not otherwise busy (i.e. pool operating and safety manuals.	(10) Knowledge of (1) office practices; Ability to (c), (d).
10	(11) May cut grass, backwash, pick up trash, or perform other pool related duties as requested by manager; may perform duties of Pool Concession Stand Worker.	(11) Knowledge of (m) pool maintenance procedures, routine building maintenance; Ability to (c), (f). (See also Concession Worker specification).

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