

- **Building Attendant**

Nature and Scope of Work:

This individual serves as the manager-on-duty during the weekends and selected evening shifts during the week when the Facility Director, Recreation Supervisor, Aquatics/Fitness Supervisor, and Program Coordinator are not present. Reports to the Recreation Supervisor. He/she monitors the front desk staff and the other part-time staff associated with the center's operation, administers specific center policies and procedures, monitors the facility's operations, assists with facility maintenance needs, and completes operations evaluation reports and analysis.

Essential Job Functions:

1. Monitor a broad range of programs and services to ensure the varied demands of the public are being met. Evaluate program and staff effectiveness as well as customer satisfaction.
2. Ensure a safe and secure building environment for staff and participants. Conduct safety inspections as directed and needed. Handle emergency situations according to prescribed directives.
3. Monitor and assist with front desk operations and staff by following a plan and schedule that provides customers with a high level of satisfaction and service. Follow established performance standards and necessary operations controls. Complete necessary operations reports.
4. Assist with custodial and maintenance duties as assigned and as necessary.
5. Disseminate information to customers, staff and superiors regarding programming and operations of the center.

Knowledge and Skills:

This individual must have strong supervisory, organization and communication skills as well as customer service abilities. Previous knowledge and experience with aquatics and fitness programming is desired. Also must have basic experience and knowledge regarding operations of various aspects of a multi-use recreation center or athletic club. Knowledge of computer registration systems is beneficial.

Physical and Mental Requirements:

Most work is performed indoors at the center. Must be able to bend, kneel, stoop, reach, and lift. Must be able to stand for extended periods of time and sit at a desk up to 50% of the day in a busy, close office environment where noise and interruptions prevail. May be required to move tables, chairs, cabinets, etc., to a maximum of 100 pounds. Requires alertness, precision, memory, concentration, judgment, reasoning, patience, problem solving and imagination. Must be quality minded, safety conscious, people and service oriented, a team player and self-starter.

Minimum Qualifications:

Must be at least 16 years of age. CPR and First Aid certification are required. Must be willing to work evenings, weekends, and some holidays.

Maintenance/Custodial Assistance:

- Help Set up and prepare meeting spaces for events, including chairs, tables and special requests if needed.
- Pick up all loose trash (soda bottles, wrappers, etc.) in building.
- Clean up spills and messes.
- Wipe off lobby tabletops and straighten chairs.

Supervision and Desk:

- Provide supervision for the Front Desk when the Recreation Supervisor and Program Coordinator are not available.

- Represent the Center in a professional manner. Hold customer and employee information in confidence.
- Alert the Recreation Supervisor or Program Coordinator of issues that you cannot resolve. You should make every attempt to assure the Center operates efficiently, including making copies, ordering office supplies and first aid supplies, organizing program folders, and general troubleshooting.
- Spend the majority of your down time walking the building to enforce policy and build customer service bonds with patrons.

Closing the Building

- Check locker rooms before lifeguards leave.
- Lock all doors.
- "X" the register.
- Complete transaction recap sheet.
- Lock start-up cash in drawer at front desk.
- Print Card Totals from the Credit Card Machine
- After register balances, "Z" register.
- Complete deposit slip & place deposit slip, cash and checks in zipper bag & place in safe. Be sure door is locked.
- Attach "Z" tape, Credit Card tape and redeemed gift certificates to transaction recap sheet.
- Place originals in Admin. Office mailbox.
- Pick up all loose trash (soda bottles, wrappers, etc.) in building. This includes the gym, bleachers, cubbyholes, locker rooms, bathrooms, pool area, lobby and meeting rooms. Empty trash cans and sweep and/or mop as necessary. Wipe off lobby tabletops and straighten chairs.
- Fill paper towels, toilet paper, and soap dispensers as necessary.
- Check the AED
- Turn off all lights, televisions and music
- Recheck doors, clock out, and activate alarm.

Opening the Building:

- Unlock doors, turn on lights and televisions
- Prepare the register for the day using the start up money
- Check all areas of the building to ensure prior night's closing procedures have been completed.

Additional Duties:

- Interact with rental groups during their facility use period. Ensure all policies are enforced.