



**GLENSHIRE/DEVONSHIRE RESIDENTS' ASSOCIATION
("GDRA" or "Association")**

JOB DESCRIPTION

Job Title: Pass Office Attendant

Work Location: 15726 Glenshire Drive, Truckee, CA / Glenshire Pool

Division/Department: Administration

Reports to: Pool Supervisor

Supervises: No supervisory requirements of this position

Full-time/seasonal

Exempt

Part-time/seasonal

Nonexempt

This is a part-time, seasonal, non-exempt position. Normal pool hours at GDRA are between 8:00 AM and 7:00 PM, daily. The position is anticipated to work between 16 to 29 hours per week, and the anticipated schedule will be Wednesday through Sunday, between 10:00AM and 7:30PM. Employment at GDRA is "at-will" which means that GDRA or the employee may terminate the employment relationship at any time with or without notice, and with or without cause.

Summary Re: Purpose of Position:

The Pass Office Attendant provides administrative support to the pool operations at the pass office. This position is expected to provide a warm welcome to members and their guests while assisting in keeping a safe environment in the aquatics facility.

The Lifeguard's duties/decisions will be performed to reflect the GDRA Guiding Principles:

- ✓ Maintain and improve all common areas and facilities.
- ✓ Maintain and improve safety.
- ✓ Protect the Association's natural environment.
- ✓ Promote healthy living and connectivity.
- ✓ Foster an engaged, connected membership.
- ✓ Encourage a diverse community that supports the current quality of life at GDRA.

Essential Duties and Responsibilities:

- Check members in and out and verify membership to access the pool facility. Assist with day pass and season pass sales.
- Operate a cash register, credit card machine, and point of sale. Process snack shack purchases.
- Balance daily pass sales and snack sales to deposit amounts.
- Answer telephones and base radio.
- Assists lifeguards in case of emergency with retrieving supplies and making emergency calls.
- Maintain the pass office clean and organized. Assists with cleaning the pool deck, including wiping pool deck furniture, picking up garbage, dumping full garbage bags in dumpster, etc. Assist with cleaning locker rooms.
- Assist with pool opening and/or closing duties.
- Attend training and staff meetings as required.

General Expectations for All GDRA Staff Members:

- Maintain regular and punctual attendance as scheduled.
- Communicate and engage with others in a professional manner and with respect.
- Maintain compliance with GDRA policies and procedures.
- Maintain a positive attitude and provide exemplary customer/client service even while working under pressure to meet deadlines.
- Be a good team player who collaborates openly and maintains positive relationships with coworkers.
- Participate in employee training and staff meetings as required.

- Comply with all GDRA safety policies and be always safety conscience, including but not limited to, wearing personal protective equipment (PPE) when required, and operating all machinery safely and pursuant to safety instructions.

Because of the fluctuating demands of the association’s operation, it may be necessary that each employee perform a multitude of different functions. Therefore, you will be expected to help others when the occasion arises, just as other employees are expected to help you. Accordingly, you may be expected to perform other tasks, not specifically addressed above.

Essential Physical Requirements of Position:

- The employee must be able to regularly communicate orally and in writing.
- The employee will frequently be required to stand and/or remain stationary for extended periods of time.
- The employee will be required to use their hands and fingers to grasp handles or feel.
- The employee is frequently required to reach with hands and arms; ascend, descend or balance; and position self to access files/equipment, etc.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- The employee will be required to perform repetitive tasks.

****NOTE:** If an applicant or employee has a qualifying disability or medical condition that affects his/her ability to perform the essential duties and requirements of this position, the individual should promptly advise the Operations Manager and the Association will engage in the interactive process with the individual to determine if a reasonable accommodation exists to help him/her perform the essential duties and requirements and, if so, whether it can be provided by the Association without creating an undue hardship for GDRA. The Association may require medical documentation supporting from the individual’s health care provider to support a request for reasonable accommodation.

Working Conditions:

This position is primarily an indoor position. While performing the duties of this job, the employee is frequently exposed to a high level of social contact and exposure to outdoor temperatures. The employee is occasionally exposed to fumes or airborne particles, chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.

Education, Work Experience, Qualifications:

- Ability to effectively present information and respond to questions and follow oral and written directions.
- Ability to communicate clearly, effectively, and in a positive, professional, and respectful manner with members, guests and fellow employees.
- Ability to navigate through basic computer software and retrieve information from databases.
- Ability to calculate amounts and balances.
- Proficiency in speaking and writing in English for the safe and efficient operation of the Association to respond to emergency situations requiring prompt and clear communication.
- Ability to think and work independently as well as part of a team.

Job Description Reviewed & Approved on:

Signature of Manager:

Job Description Received and Reviewed by Employee on:

Employee’s Name:

Employee Signature:

*By my signature, I confirm that I received, read and understand the job description and job requirements for the **Pass Office Attendant** position. I understand that my performance will be measured in part by the satisfactory adherence to the job tasks described in this document.*