

Oak Brook Park District Job Description

Job Title: Family Aquatic Center (FAC) Attendant
Classification: Part Time, Non-Exempt
Department: Aquatics

SUMMARY:

Attendants will provide customer service at pool parties, private/group rentals, or operate as dispatch for the FAC waterslide. They are expected to have good communication skills with both children and adults. Good customer service is also a necessity. Other positive personality traits are expected to be shown to all participants during their birthday party or group rental. The Oak Brook Park District strives to provide a fun, cheerful, and overall great experience for all users of the Family Aquatic Center.

SUPERVISORY:

The FAC Attendant reports to the Aquatic Manager.

ESSENTIAL JOB DUTIES:

- Attendants for parties or rentals are expected to arrive thirty minutes before the start of a party/rental. Arrival time is listed on the schedule.
- Attendants are expected to be dressed in uniform, with staff shirt when they arrive to work. Wear closed toed, nonslip shoes. Sandals are not allowed. Slide attendants should have a whistle.
- Display a professional attitude at all times. Bring positive and welcoming energy to the position.
- Attendants must keep the party/rental on schedule in order to be ready for the next arriving party or group rental.
- The Attendant should be attentive to the birthday party or group, responding to any situation that may arise.
- When working as slide attendant, employee must be familiar with all slide rules and enforce them with all users of the slide.
- Slide attendant must be alert and attentive to the use of the slide, ensuring safe send-off of guests in cooperation with the lifeguard at the bottom.
- Know and communicate all pool rules and regulations to party goers before letting them enter the pool.
- Cleaning of the utensils, supplies, and party area should be done thoroughly after each party and before leaving, including the deck, kitchen and party room.
- Attendants are expected to check with the assistant pool manager before they leave after their shift.
- Know the emergency procedure to be followed in case of an accident or drowning.
- Report any broken safety or malfunctioning equipment to the assistant manager.
- Any hazardous work condition or incident should be reported to management immediately.
- Complete assigned tasks given by the assistant pool manager (i.e., relocating the party, patron management).
- Use personal protective equipment provided to handle hot items in the kitchen.
- All spills should be cleaned up immediately to keep deck and kitchen clean and prevent slipping.
- Proper hand washing and sanitation procedures must be followed at all times. Wear gloves when handling food and serving utensils.
- Complete Accident/Incident Report Forms when necessary.
- Focus on welcoming diversity, encouraging inclusion and creating equity for all.
- Support the District's safety initiative including adhering to policies and procedures, performing your

job in a safe manner, attending required training, seeking additional training as needed, promptly reporting accidents/incidents, and proactively addressing hazards in the workplace.

MARGINAL FUNCTIONS:

- Assist in other recreational areas/programs.
- Assist with daily maintenance as directed by the assistant pool manager or those persons acting in authority.
- Aid in the opening and/or closing procedures of the facility.
- Perform other duties as assigned by management staff.

PSYCHOLOGICAL REQUIREMENTS:

- Ability to deal with multiple situations at the same time that will increase stress levels.
- Ability to accept constructive criticism and/or supervision.
- Ability to be flexible and adaptable to different situations.
- Ability to maintain self-control and composure in difficult situations.
- Must possess ability to work independently.
- Ability to perform required duties with initiative, good judgment, accuracy, persistence, creativity, integrity, tact and courtesy.
- Should be able to work in a team atmosphere, as necessary, promoting positive and effective working relationships with staff, volunteers and external customers.
- Employee must be able to follow directions and communicate in English both verbally and in writing.
- Employee must possess time management and organizational skills to effectively perform their job responsibilities.
- Employee must possess good problem-solving skills and have the capacity to act rationally and calmly in high stress and/or emergency situations.
- Employee must be able to represent the Oak Brook Park District in a professional manner.
- Employee must have the ability to make judgments with respect to confidentiality of information.
- Employee must use good safety awareness and judgment in all aspects of this position.

PHYSICAL REQUIREMENTS:

- Bending, kneeling, and reaching items off shelving, in kitchen area and on deck.
- Strong voice
- Lift and move boxes up to 25 lbs.
- Stand for sustained periods.
- May be exposed to high humidity and 86 degrees Fahrenheit temperature.
- Pool area floors may be slippery.
- Employee's general work area is indoors in a smoke-free environment with controlled temperature and fluorescent lighting.

HOURS:

Normal work hours vary based on availability and need. Shifts may occur on school holidays as well as winter, spring, and summer breaks. It is also the responsibility of the FAC Attendant to assist with aquatic special events and attend aquatic staff meetings.

EDUCATION, EXPERIENCE AND TRAINING:

- Must be 16 years of age or 15 years of age with a work permit.
- Basic knowledge of kitchen sanitation

The Oak Brook Park District is an Equal Opportunity Employer