

Position Title: Concession/Slide Attendant (Pool Staff)

Department: Parks & Recreation

Location: Palos Heights Pool 7607 W. College Dr. Palos Heights, IL 60463

Reports To: Recreation and Aquatics Program Manager

FLSA Status: Non-Exempt

Wage: \$15.00 per hour

Position Type: Part-time, Seasonal

Position Overview:

The Concession/Slide Attendant (Pool Staff) is a versatile role responsible for rotating between duties as a cashier, slide attendant, and concession stand worker throughout the day. This position is integral to ensuring a safe, clean, and welcoming environment for all pool patrons. Successful candidates will possess strong customer service skills, the ability to multitask under pressure, and a commitment to maintaining high standards of cleanliness and professionalism.

Key Responsibilities:

Rotational Duties:

- Rotate between slide attendant and concession stand duties as needed throughout the day, adapting to the varying demands of each role.

Customer Service & Communication:

- Deliver exemplary face-to-face customer service, addressing inquiries and providing assistance with a positive attitude.
- Answer telephone calls professionally, handling incoming calls and directing them as necessary.
- Handle customer concerns and complaints tactfully, aiming to resolve issues in a positive and efficient manner.

Operational Compliance:

- Adhere to all pool guidelines, policies, and procedures as established by the Pool Manager and Recreation and Aquatics Program Manager.
- Maintain knowledge of all pool programs, pricing structures, and systems to assist patrons effectively.

Food Preparation & Concession Duties:

- Prepare and serve simple foods in the concession stand, following health and safety sanitation guidelines.
- Ensure the concession area is clean, organized, and stocked with necessary supplies.

Facility Maintenance:

- Perform regular cleaning tasks as assigned by management to maintain an immaculate facility.
- Ensure that all cleaning duties are completed thoroughly before leaving at the end of each shift.

Slide Attendant Responsibilities:

- Monitor the slide area to ensure the safety of all patrons.
- Enforce slide rules and regulations, intervening as necessary to prevent unsafe behavior.

- Assist patrons in following the proper use of the slide and associated equipment.

Work Schedule & Availability:

- Be available to work a variety of hours or shifts, including weekends and holidays, as needed.
- Adhere to the assigned work schedule and ensure punctuality and reliability.

Professionalism & Conduct:

- Dress in the proper uniform for assigned duties, presenting a clean and professional image at all times.
- Demonstrate maturity, responsibility, and the ability to handle stressful situations while multitasking.

Additional Duties:

- Perform any other tasks as assigned by the Concession Stand Manager, Pool Manager, or Recreation and Aquatics Program Manager to support the overall operation of the pool.

Qualifications:

- Basic math skills and experience handling cash.
- Strong customer service and communication skills.
- Ability to work well under pressure and manage multiple tasks simultaneously.
- Familiarity with food preparation and safety standards is a plus.
- Reliable, punctual, and able to work flexible hours.
- ServSafe Food Handlers License

Physical Requirements:

- Ability to stand for extended periods and perform physical tasks related to food service and cleaning.
- Capability to lift and move supplies as needed.
- Must be able to work in an outdoor environment, including exposure to sun and varying weather conditions.

This position offers the opportunity to work in a dynamic and fun environment, with the chance to interact with a diverse range of patrons. We seek individuals who are enthusiastic, reliable, and committed to providing excellent service and maintaining a safe and enjoyable pool experience.