

# Dorchester

## General Manager Job Description

The Dorchester general manager position is a full time (salaried) position. He/she is responsible for management of approximately 30-35 employees (lifeguards, concession stand worker and maintenance personnel) and the daily operations and maintenance of the pool, pump room, front desk, concession stand and grounds of Dorchester. General knowledge of pool operations (concessions and pump room) and maintenance of a pool is a plus. Must have a current Food Manager Certification and a current Lifeguarding Certification is preferred. He/she must be able to lift up to fifty pounds. Manager reports directly to the Board of Directors of Dorchester Swim and Tennis Club.

### **Detail of general pool manager job description:**

Familiarize self with the by-laws and rules and regulations of Dorchester Swim and Tennis Club.

Familiarize self with the Dorchester websites (pool website and facebook) so that you can direct members and anyone interested in membership to the websites for more information.

Familiarize self with the chain of command of the board of directors and how to refer people to different officers of the board specific to their job.

Familiarize self with the software eSoft which includes personnel time clocking and member check in. Manager must set up new employees and staff info each season. (All employees need their own individual login and password). Employee check-in and employee timecards, member check in, guest check in and tracking and taking member photos. Associated with the software system manager must know procedure and train staff for receiving dues and/or workday fee payment at the pool. Manager must also be knowledgeable of receiving membership applications and fees at the pool. They must also notify financial secretary if there are problems with holds on member's accounts.

Receive applications for employment.

Set up interviews and interview potential employees (usually with assist from the Operations Committee) and then select assistant managers, lifeguards and concession stand workers from the people that were interviewed (the application and interviewing process can start as early as February and should be completed by the first or second week in May)

Conduct general orientation meeting of all personnel and collects all forms needed for employment and payroll (these may be sent by e-mail prior to the orientation date so that they

can turn all form on orientation day. Forms needed are I-9, W-4 and I-4, lifeguarding certificate and food handling certificate and any other needed forms necessary to explanation of their position). Orientation is usually done the weekend before the Memorial Day opening weekend. Employee t-shirts will be handed out orientation day. Sizes needed to be obtained at least a month in advance so that they can be ordered from the vendor.

Manager to make the time schedule for all employees (done on a two-week basis) and try to accommodate requests off days if needed by employees.

Manager must order all supplies needed for concession stand (US Foods, TJ Pizza and Pepsi products and get food items from Walmart and/or Sam's) and any supplies needed for the bathrooms, clubhouse or lifeguards and also chemicals for the pool if necessary. These items must be inventoried at least once a week and replenished as needed.

Manager and other personnel will orientate assistant managers, lifeguards and concession stand workers of their specific duties and routines required.

Manager will be able to clean hair trap, backwash filters and perform water testing when needed.

Manager will set up and tear down all equipment needed for swim meets.

Manager to report any repairs that need to be done to the maintenance staff as soon as possible.

Manager will make sure checklists are being completed by the staff and follow-up prior to opening time if items on checklist have been done satisfactorily, and counsel them if not done satisfactorily.

Manager will counsel personnel on matters related to work performance if needed.

Manager will make sure daily reconciliation sheets are filled out and X and Z tapes are run for the concession stand and front desk and make sure money and tapes balance.

Manager will make sure money deposits are made on a timely basis to Associated Bank. (For safety reasons money is usually taken to the bank in the morning prior to opening and this should be done on a daily basis.

Manager will keep a current balance of petty cash used by personnel as needed.

Manager will obtain food and plan and coordinate activities and staff for Family Day after the date and menu has been set by the Board of Directors.

Manager to perform any duty in their capacity asked of by the Board of Directors.