



DUNN LORING SWIM CLUB JOB DESCRIPTION FRONT DESK

Application Deadline: March 14, 2021

Front Desk Workers report to the Front Desk Manager, the Pool Supervisor, the Personnel Committee and/or the DLSC Board of Directors. The Front Desk Worker is responsible for greeting Dunn Loring Swim Club members and guests and for welcoming them to the club while enforcing rules, collecting fees, and verifying Membership. This position sets the tone of a Member or Guest visit and thus represents a critical role in supporting the Member or Guest experience.

Given the important nature of this position and the high standards that Dunn Loring Swim Club expects of its employees, the Board of Directors reserves the right to dismiss a Front Desk Employee at any point during the season for chronic lateness, conduct unbecoming a Dunn Loring Employee or other behavior or performance related issues that adversely impact Members, Guest and other Employees of Dunn Loring Swim Club.

A Front Desk employee must be at least 18 years of age to work alone at the front desk. We will consider applicants over age 16, but younger than age 18, but these employees will receive limited shifts as they will only be able to work shifts when two employees are needed. Candidates should possess skills in customer service and math. They should be reliable, courteous to members and guests, and able to enforce pool admission policies and regulations at all times.

As a front desk worker, you will be expected to:

- Promote safety for all members and employees;
- Read and *follow* the Dunn Loring Swim Club Employee Handbook;
- Follow directions of the Manager-on-Duty; request assistance from the Membership Secretary, the Pool Supervisor or the Manager-on-Duty if there is an issue at the front desk;
- Be on time for your scheduled shift;
- Verify membership using photos on Gate Control System;
- Collect fees for all guests;
- Secure cash box;
- Answer any incoming calls;
- Make loudspeaker announcements, as necessary;
- Enforce all rules for admission (e.g. ALL MEMBERS MUST SIGN IN WHEN ENTERING THE CLUB).
- Agree to drug testing if requested; adhere to and enforce the ban on all firearms or weapons on DLSC property.
- Other duties as assigned.