



Position Description: Admissions Assistant Lead

Position Title: Admissions Assistant Lead

Date: 2012

Department: Community Services

Division: Parks and Recreation

Accountable to: Recreation Supervisor

Primary Objective of Position:

To oversee the admissions operation at the facility in order to provide a high quality of customer service for patrons.

Essential Functions of the Position:

Program Responsibilities:

- Knowledge of daily operations for admissions
- Ability to communicate well with customers, staff, coordinators, and supervisor
- Proposed scheduling of admissions staff based on schedule of facility
- Delegate tasks and follow up to make sure they were completed
- Coordinate Lead schedule with Assistant Coordinators to provide adequate coverage
- Maintain adequate materials at the facility and request additional materials from City Hall when running low (e.g. season pass forms, brochures, receipt paper, printer toner, and all other forms used in daily operations, etc.)
- Posses a full understanding of Rec Trac software, with the ability to train fellow attendants
- Set-up and manage group reservations and birthday parties
- Coordinate group scheduling for concessions when large groups arrive at the pool
- Process time off requests and shift changes of admissions staff
- Address employee issues in a timely manner and document – give copies to Recreation Supervisor for employee files
- Maintain a clean and orderly admissions area, including lost and found
- Make sure time cards are being filled out correctly and turned in on time
- Posting proper signage for upcoming events (e.g. swim meets or the closing of the facility)
- Maintaining a positive work environment that focuses on providing high quality service
- Attend “Lead” meetings as scheduled
- Communicate any staff scheduling changes to the Assistant Coordinators
- Plan and implement staff inservices and trainings
- Complete the nightly reporting and money handling procedures

Program Evaluation:

- Prepare the end of season report

- Provide patrons an opportunity to provide feedback

Staff Supervision

- Admissions Staff

Minimum Qualifications:

- 18 years of age
- Two or more years of customer service skills and cash handling procedures

Examples of Performance Criteria:

- The employee attended and participated in all staff orientation/training sessions and meetings
- The employee had a positive relationship with staff, coordinators, and supervisor
- The employee was able to demonstrate understanding of the Rec Trac software and nightly reporting
- The employee was able to come up with creative solutions to problems and delegate tasks
- The employee was able to provide a safe, fun and appropriate experience for all patrons of Bloomington's Aquatics Facilities