

HOAMCO Pool Attendant Job Description

On-Site at Eldorado Community Improvement Association



Revision Date: March 2020



Reports to: General Manager



FLSA Status: Non-Exempt

HOAMCO Culture:

HOAMCO team members are passionate and work independently, yet understand the value of teamwork. As a company, HOAMCO builds open and honest relationships through communication, and delivers exceptional customer service to each person we come in contact with.

Function & Role:

Under general supervision of the General Manager, the Pool Attendant provides clerical support for Pool Manager and other office personnel to enhance service levels to the Association.

Supervisory Responsibilities:

None.

Requirements:

Qualifications:

- High school diploma.
- 2-3 years full-time clerical/administrative experience.

Responsibilities and duties:

- Answer and transfer phone calls. Take and deliver accurate messages.
- Provide customer service for homeowner's questions, complaints, comments, etc.
- Provide new residents with any information they require. Provide a tour of the community center as needed.
- Issue Pool passes.
- Issue Dog park passes.
- Assist with address change forms as needed.
- Perform general office work.
- Make sure Conference room, classroom and/or Railroad building is clean and ready for meetings.
- Provide water and coffee for meetings as needed.
- In charge of recorders, laptops, and projectors that are signed out for Board and Committee meetings.
- Must be knowledgeable of the Association's Rules and Regulations.
- Must have a basic understanding of the Association's budget.
- Attend mandatory staff meetings and training.

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- Walk Community Center ground checking all athletic courts, pool, and parking lot.
- Special projects and other assigned duties as necessary.

All HOAMCO Employees Possess:

- Ability to consistently project a positive image of the Company.
- Ability to prioritize tasks in a fast-paced environment, while handling interruptions as part of the routine.
- Strong team player, willing to help out and assist others when needed.
- Highly effective interpersonal skills and the ability to work well with others.
- Strong sense of and high standard for customer service.
- An enthusiastic, professional, and positive demeanor.
- Integrity and credibility.

All Eldorado Employees Possess:

Team Member is sincere, friendly, and professional without appearing pretentious or overly informal. Team Member displays a sense of urgency and goes beyond “basic” job responsibilities to achieve guest satisfaction. Team Member uses the “Five Feet Greet” creating a positive environment.

- Phone calls are answered in three rings. Team member answers phone calls with hospitality phrase and the Team Member’s name and identifies the caller’s needs.
- If calls go to voice mail, they are returned within 30 minutes if message is left during club hours.
- If placing a caller on hold, the duration of the hold is less than 60 seconds.
- Team Member adheres to published grooming standards, including good hygiene habits, professional appearance, and neatly groomed hair.

Job duties may be modified if necessary.