

HOAMCO Pool Manager 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 Manager is responsible for the safety and well-being of the patrons recreating at the Eldorado Pool and providing positive customer service. Also responsible for the management of the ECIA pool facility and all lifeguards.

Supervisory Responsibilities:

Responsible for supervising all pool staff.

Requirements:

Qualifications:

- Certified Pool Operator.
- Certified in CPR and Lifeguarding for the Professional Rescuer.
- Certified in Lifeguard Management.
- Minimum of 2 year pool management experience.
- Problem Solving abilities.
- Teamwork abilities.
- Ability to lift 30 lbs.
- Requires work to be performed during pool hours at the pool, and may include some evenings and weekends.

Responsibilities and duties:

- Enforcement of all pool rules and regulations.
- Checking pool passes.
- Reporting of all infractions and accidents to the Operations Manager.
- Record keeping.

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- Assisting in set up of facilities.
- General maintenance and cleanup of pool deck and restrooms.
- Inspecting pool equipment, reporting equipment needs to Operations Manager.
- Attendance at in-service training sessions
- Must keep rescue equipment positioned for immediate use
- Keep interactions with lifeguards brief and not letting them interrupt patrol surveillance while on duty.
- Provide positive customer service and conflict resolution.
- Responsible for leadership in assigning lifeguard duties, aiding in the instruction and training of lifeguards, and ensuring security of facility.
- Must have keys to the facility and maintenance rooms.
- Be a positive example for guards and responsible for the enforcement of all policies, rules, and regulations.
- Act as the link between the Eldorado Community Improvement Association office staff; General Manager and Maintenance Crew.
- Responsible for the Eldorado Pool facility; keeping the pool chemicals and mechanical room running smoothly, maintaining the safety equipment, and reporting any potential hazards or maintenance needs to the Operations Manager.
- Responsible for assigning guard shifts, duties, instructing and training lifeguards and Lifeguard Supervisors, and ensuring the safety and security of the facility.
- Attend mandatory staff meetings.

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 thanks the caller for calling and/or offers a cordial farewell.
- Prior to completing the interaction, Team Member offers further assistance or asks, “Is there any other way I may be of service.”
- Team Member adheres to published grooming standards, including good hygiene habits, professional appearance, and neatly groomed hair.
- Team Member must wear the correct name tag.

Job duties may be modified if necessary.