



## **Job Description**

**Aquatics – Admissions Specialist – Sylvania Recreation Corp. (SRC)**

**Seasonal Position: Weekdays/Weekends/Holidays**

### **Overall Responsibilities:**

Provide great customer service while managing admittance into Plummer Pool and Centennial Quarry.

### **Key Responsibilities:**

#### **1. Admissions Management:**

- Greet and assist patrons upon arrival, providing a welcoming atmosphere.
- Handle admissions transactions and ensure proper accounting procedures are followed.
- Address patron inquiries and concerns.
- Answer phone calls to Plummer Pool and/or Centennial Quarry. Transfer call when necessary.

#### **2. Customer service:**

- Provide excellent service by addressing patrons' needs and resolving issues.
- Communicate effectively with patrons regarding facility policies and procedures.
- Assist with swimming lessons, birthday parties, memberships and other rentals.

#### **3. Safety and Compliance:**

- Adhere to all safety protocols and guidelines to ensure the well-being of patrons and staff.

#### **4. Team Collaboration:**

- Collaborate with the aquatic staff to execute plans or special events.
- Work closely with team members to ensure efficient operations.
- Attend in-service training when scheduled by manager.

### **Minimum Qualifications:**

- Experience with cash handling and point of sale (POS) software is preferred but not required.
- Good verbal communication skills.
- Ability to troubleshoot technology.
- Must be able to work a flexible schedule of weekdays, evenings, and weekends.

**Supervision Received:** Recreation Services Director – Aquatics Manager – Head Lifeguard

**7060 Sylvania Ave. – Sylvania, Ohio 43560    Phone: (419) 882-1500    Fax: (419) 885-7146**

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