



JOB DESCRIPTION

CLASSIFICATION:	SUMMER STUDENT – POOL RECEPTION
REPORTS TO:	POOL SUPERVISOR / RECREATION OFFICER
DATE:	APRIL 2025

POSITION SUMMARY

The Summer Student – Pool Reception position assists the Recreation Department in providing front counter customer service to the patrons of the Pool during the summer months. The role is designed to provide students with practical work experience in a municipal setting, focusing on customer service activities. Students must be able to work flexible hours including evenings, weekends, and holidays.

KEY RESPONSIBILITIES

- Provides information to patrons both on the phone and in-person, including details about aquatic programs, facility information, and registration procedures.
- Accurately enters data into the registration system, including patron statistics.
- Manages monetary transactions efficiently and securely.
- Enforces pool rules and regulations consistently.
- Responds to public complaints or refers them to the appropriate staff for follow-up.
- Performs thorough cleaning of all required pool areas, including the lobby, counter, and changerooms.
- Completes procedures specific to the start and end of shifts.
- Follows all health and safety policies and procedures.
- Monitors the Pool Lobby and Locker Rooms for hazards, cleanliness, and potential problems.
- Notifies the supervisor of any safety hazards promptly.
- Actively participates in training opportunities to enhance skills and knowledge.

All duties listed above are intended only as an illustration of the various types of work to be performed; the omission of specific duties does not exclude them from the position if the work is similar, related and/or a logical assignment to the position.

CORE COMPETENCIES

- **Customer Service Skills:** Ability to convey information effectively and maintain a friendly and welcoming attitude.
- **Attention to Detail:** Ensure accuracy in data entry and handling of patron information and monetary transactions. Monitor the pool lobby/locker rooms for hazards and cleanliness.
- **Safety Awareness:** Adherence to health and safety policies and procedures, familiarity with emergency procedures, and the ability to identify safety hazards.
- **Teamwork and Collaboration:** ability to work well with other staff members to ensure smooth operations.

- **Technical Skills:** Experience working with computers, answering phones, and providing information to patrons and co-workers.

REQUIRED QUALIFICATIONS

- Must be enrolled in a secondary or post-secondary institution and intending to return to school in the fall.
- Must be at least 14 years of age.
- Previous customer service is an asset.

GENERAL / WORKING CONDITIONS

- Must be available to work flexible hours, including days, evenings, weekends, holidays, with potential for split shifts.
- Exposure to cleaning chemicals
- This is a position with the BC General Employee's Union (BCGEU).