



# ASTORIA

## **Job Description (FY 2023):**

### *Welcome Center Front Desk Attendant*

**Astoria's Mission** is to connect our community through inspiring experiences in nature that improve livability, health, and wellbeing.

**Astoria's Vision** is that time spent at Astoria will foster healthier and happier individuals and a more broadly connected community.

**Values:** Access, Wellness, Conservation

#### **Position Overview**

The Welcome Center Front Desk Attendant is most often the first point of contact for guests contacting or visiting Astoria Park Conservancy (APC). It is imperative that the Front Desk Attendant approach their customer service duties with the highest level of professionalism and a deep understanding of the impact their behavior and actions have on the Astoria brand.

Front Desk Attendant will perform many tasks including, but not limited to greeter, cashier, customer service associate, reservationist, facility caretaker, and most importantly representative of APC's mission, vision, and values. Front Desk Attendant interacts with and assists a high volume of visitors to the facility daily. Front Desk Attendant will complete other tasks and duties as assigned by the supervisor(s). This is a dynamic position that requires a high degree of flexibility and a willingness to work weekend and evening shifts as necessary.

#### **Leadership Team Support**

- Front Desk Attendant reports directly to the Director of Operations and Facilities
- The Welcome Center Manager will also act in a supervisory capacity for the Front Desk Attendant with approval and support from the Director of Operations and Facilities

#### **Priorities**

- Provide the highest level of customer service to APC guests
- Represent APC's mission, vision, and values in all tasks and duties
- Be a steward for the APC pools, property, facilities, and brand

#### **Responsibilities**

- Check-in and greet guests for daily soaking sessions
- Make reservations on the computer
- Enforce fee compliance and regulations with guests
- General upkeep of pools, grounds, changing rooms, and all areas of the Welcome Center
- Monitor pool areas for safety and positive customer experience
- Answer and respond to phone calls and emails
- Make an effort to recognize and get to know regular guests
- Treat first-time visitors as part of the APC family
- Perform concession sales
- Provide information and answer questions
- Make, move, and cancel reservations
- Drain and clean pools (including pressure washing as scheduled)



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- Check pools for general cleanliness throughout the day - perform cleaning as needed
- Check grounds for general cleanliness throughout the day - perform cleaning as needed
- Cold Plunge and Kid Pool:
  - Check and clean skimmer baskets every morning
  - Perform and record water chemical tests throughout the day
  - Check and understand chemical feeder read outs throughout the day
  - Check and record pool temperatures throughout the day
  - Check water levels and fill if necessary
  - Close pools as needed for safety and maintenance reasons
- Empty trash, sweep floors and resupply toiletries as needed
- Shovel snow, check for ice, use ice melt (let guests know of icy conditions)
- Monitor and report the need for
  - cleaning supplies
  - chemicals and ice melt
  - equipment
  - merchandise
  - food and beverage items
  - and/or anything that may be needed
- Perform maintenance and repairs when possible and realistic
- Check in or help with events when needed
- Perform event set up, breakdown and clean up
- Count daily receipts and perform register closeout duties
- Lock and secure facility
- Be a good observer and communicator of anything that needs attention
- Support APC communications by:
  - Taking photos of events and/or groups (when asked and with their permission)
  - Taking photos of pools, grounds, staff, etc for social media posts (when asked)
  - Contributing content to E-newsletters (when asked)
- Promote APC fundraising campaigns (phase 2, Old Bill's) and encourage giving by guests
- Suggest changes and improvements to supervisor(s) based on experience and guest feedback
- Check APC email account regularly and respond as needed
- Read and sign off on weekly Welcome Center updates
- Communicate items for weekly updates when necessary
- Make every effort to clearly communicate your expectations with coworkers
- Ask questions when you don't understand something
- Be respectful and considerate of guests and coworkers
- Resist falling into a routine - be open to potential changes and improvements
- Perform opening and closing duties as stated in APC manuals
- Read and review Welcome Center operating procedures and safety protocols
- Make 15 minute announcement to alert guests that end of soaking session is approaching
- Learn and perform functions of Clover (sales) and Adventure Office (reservations)
- Become familiar with the operation of equipment to assist people with different abilities
  - Wheelchair
  - Pool Chairs (Leisure and Meadow Pools)
- Maintain certification in CPR, First Aid, AED and TIPS



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This is not meant to be an exhaustive list of all duties and responsibilities.

### **Hours and Compensation**

This is an hourly, part-time non exempt position entitled to overtime if working more than 40 hours per week. This position will work on-site and be based out of the APC Welcome Center. Competitive compensation based on experience will be available for this position - details included in your specific job offer.

We are grateful to have you as part of the Astoria Park Conservancy Team!