

**CITY OF MIAMISBURG
PARKS AND RECREATION DEPARTMENT
INFORMAL POSITION DESCRIPTION**

Title: Shift Leader (Combination Head Cashier/Head Guard)

General Tasks:

Supports lifeguard services and monitors lifeguard scanning and zone coverage; enforces facility and safety rules.

Assists management staff in conducting in-service trainings.

Assists in the Emergency Action System (EAS).

Provides rescue and emergency care by using rescue tube/equipment to effectively rescue, following facility Emergency Action System (EAS) procedures, resting and removing the guest from the water, providing follow-up care and completing appropriate reports. Assists with crowd control.

Must be test-ready for Ellis and Associates audit. May serve as Lifeguard as necessary.

Reports definite and potential physical hazards, unsafe conditions, and customer concerns to Management after handling the situation and attempting to satisfy the customer.

Development of guest relations through facility monitoring, interacting with patrons on a daily basis, and enhancing overall guest experience through customer service.

Assists the public with questions regarding facility usage, Parks and Recreation programs, facilities and services, and other City of Miamisburg information. Responsible for being familiar with all program activities and prices offered at the assigned facility, and able to inform customer of that information. Strives to be the “best source of information” for facilities, activities and other recreation programs and services.

Ensure staff displays a “Service with A Smile” and “best source of information” attitudes with all customers. Serve as an example for staff through actions and demeanor.

Submits inventory needs and concerns to the Assistant Facility Manager in a timely manner. Ensure concessions inventory for sale is kept stocked and securely stored.

Follows procedures for conducting registrations including, but not limited to facility rentals, volleyball, programs and scholarships.

Perform cashier duties as needed.

Abide by cash handling procedures established by the Department; is accountable for personal daily work handling cash.

Performs general maintenance duties, including opening and closing duties, removal of contaminants from the pool water. Maintains the cleanliness of swimming pool, deck area, gutters, equipment, and bathhouses.

Ensure that staff are working in assigned areas at all times.

Assists in training and supervision of staff. Directly supervises and assists management staff in evaluating employees.

Responsible for training staff on procedure updates as season progresses.

Is well groomed at all times. Wears a city-issued uniform at all times while working. Maintains a professional appearance. Also ensures staff wears appropriate uniform and attire at all times while on duty.

Performs all other duties as assigned.

While performing the duties of this job, the employee is frequently required to walk, sit, talk, or hear. The employee is occasionally required to use hands and fingers to handle, feel or operate tools or controls; and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl.

The employee may occasionally lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and an ability to adjust visual focus.

For formal job description see Head Cashier and Head Life Guard.