



Aquatics Guest Services Supervisor (1562)

FLSA Status: Exempt

Pay Grade: 17

Safety-Sensitive: No

Purpose

The purpose of this classification is to accurately account for, and report on, all money brought into the park on a daily basis at all aquatics locations. Incumbents are also responsible to successfully manage all aspects of guest relations at Splash in the Boro including social media, community engagement, addressing any problems or concerns, coordinating all rentals, and supervising all Guest Services staff.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Typical Duties

Supervises regular and temporary staff: plans, coordinates, assigns and reviews work of individuals and the team; evaluates training needs and provides instruction; schedules staff vacations and approves sick leave; recommends discipline, disciplinary actions, discharge and salary increases; prepares timesheets; interviews candidates; conducts employee performance evaluations; and establishes and promotes employee morale.

Manages all daily financial transactions: oversees all distribution of cash at the beginning of the day, during drawer changes, during shifts changes and employee breaks, and at the end of day closeouts; and delivers all staff deposits to the bank.

Heads guest relations and collaborates on marketing: addresses guest conflict resolution needs; collaborates with marketing manager throughout the season and off-season; and coordinates with other supervisors to attend community events and fairs for promotional purposes.

Maintains all inventory: keeps a running log; decides items to order; seeks bid offers for lowest prices; secures promotional items for community events; and spot checks inventory throughout season.

Coordinates all special events and rentals: manages rentals of cabanas and birthday parties; trains staff for special events; manages cake orders; works with groups scheduling private waterpark rental; and manages and implements all existing annual special events.

Performs other related duties as required.

Minimum Qualifications

Bachelor Degree in Communications, Marketing, Business, or a related field is required; supplemented by two years of experience in Marketing, Communications, or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain current CPR certification.

Performance Aptitudes

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with others to coordinate the more complex programs and more complex problems associated with the responsibilities of the job. Often represents the department and/or organization when dealing with others. Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions, including personal computers and peripherals, a variety of digital devices, and passenger vehicles.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information including but not limited to time sheets and records, and a variety of forms and data reports.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive and leadership, and to exercise independent judgement to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Requires light physical effort involving lifting, carrying, pushing, or pulling between 5 to 10 pounds of weight in sedentary to light work. Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Requires mild differentiating in recognizing and identifying similarities or differences in, sounds and odors associated with objects, materials, ingredients, and people. Some tasks require the ability to communicate orally and in writing.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

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