



Job Title: Recreation Center Host II
Job Code: 233
Department: Trout Creek Recreation Center
Reports To: Trout Creek Manager
Class Code: 9066
FLSA Status: Non-exempt
Range: \$14.86 - \$19.13
Prepared Date: 1/25/16, 4/2021

SUMMARY

Host II position performs all duties of a host including but not limited to opening and closing the facility, greeting and checking passes of members and guests, answering member and guest questions in person and via phone, operating the computerized point of sale system and credit card machine, completing duties on loop report and as assigned, and monitoring and cleaning the facility as needed. In addition, Host II will provide support to the Lead Host on his/her days off, and assist with training staff, inventory counts, stocking, and facility inspections. The Lead Host will act as an example to the host/hostess staff. Will assist management with special projects as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provide excellent customer service to customers, employees and business partners. Support host/hostess staff with difficult or complicated customer interactions.

Maintain current knowledge, implement and enforce Association policies, procedures, rules and regulations.

Perform opening and closing procedures including securing facility, moving pool covers as needed, checking pool and spa chemicals.

Perform frequent facility inspections of restrooms, sauna, steam room, pools, spas, fitness room, office and entry to ensure areas are clean and free of debris and trash.

Responsible for performing accurate accounting processes including accurate daily deposits, counting and verifying personal bank, and collecting money for sales.

Assist customers with retail merchandise, monitors and maintains appropriate inventory levels. Assist assistant manager with ordering and stocking inventory.

Keep abreast of current Association information and events, class schedules, massage scheduling, and answer customer and staff questions, in person and by telephone.

Assist with facility inspections.

Assist with snow removal including shoveling, snow blowing, and clearing snow from walkways and handicap access, equipment and other areas as needed.

Assist Manager and Assistant Manager in the training of the host/hostess staff.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Less than high school education; or up to one month related experience or training in cash handling; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, crouch, or crawl; or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, extreme heat, extreme cold, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.