



**Job Title:** Aquatics Administrative Assistant  
**Department:** Aquatics  
**Reports to:** Trout Creek Manager  
**FLSA Status:** Nonexempt  
**Prepared Date:** 04/18/17, 3/18/2022

### **SUMMARY**

Under the direction of the Trout Creek Manager, the Aquatics Administrative Assistant is responsible for duties including, but not limited to coordinating and supervising activities, events, programs, and any related operation, greets and books lessons for members and guests, provides information on the Association, programs, and special events to guests. Operates computerized point of sale system and credit card machine, provides an excellent quality of customer service to customers and employees. Sets up and breaks down programs and special events, prepares rosters, is reliable at being on their own to run programs, organizes and implements program elements and oversees participants' involvement and safety, and performs related work as required. In addition, the Aquatics Administrative Assistant, will provide supervisory support to the Trout Creek Manager, by enforcing employee policies and standards, and assisting with scheduling. The Aquatics Administrative Assistant will support the Trout Creek Manager with administrative tasks and special projects as assigned.

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

- Provides excellent customer service to customers, employees, and business partners.
- Maintains current knowledge, implements, and enforces Association policies, procedures, rules, and regulations.
- Investigates and documents incidents.
- Attends all staff meetings and safety meetings with Aquatics staff.
- Assist customers with retail merchandise, class enrollments and answer questions, in person and by telephone.
- May assist with the completion and finalization of payroll hours for Aquatic staff.
- Responsible for documenting and participating in weekly safety meetings and in-service trainings together with Trout Creek Management.
- Prepares and assists in set-up and take-down of swim lesson check-in station.
- Prepares and assists in beginning and ending procedures for swim lessons. Including Red Cross Records & paperwork, achievement cards, parent evaluations, rosters, and waivers.
- Cooperates and communicates with co-workers effectively.
- Ability to work evenings and supervise pool party check-in.
- Attends and documents mandatory in-service training and meetings.
- Works well in a group/team environment.
- Promotes a positive work environment with group cohesion.
- Run RTP report manager for registration audits and preprogram roster preparation.
- Keep accurate employee files including commitment sheets, certifications, and good-to-go cards.
- Prepares informational e-mails for parents who have registered for lessons/activities.

- Coordinates swim lesson cancellations and rescheduling due to weather or low participation.
- Assists in keeping track of inventory and coordinates with the purchasing department to order uniforms, first aid supplies, lifeguard supplies, swim lesson supplies, and aquatics retail.

### **QUALIFICATIONS**

To perform this job satisfactorily, an individual must be able to perform each essential duty. 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.

- Must work well with children and adults of all ages. Strong swimming background desirable.
- Must be able to enforce facility rules and regulations and confront those who are not following them.
- Must be flexible in ability to adopt to new situations and group dynamics.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); and one to two years related experience and/or training in recreation; or equivalent combination of education and experience.

Versed in RTP or similar customer management software experience desirable.

### **LANGUAGE SKILLS**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public. Effectively communicate with peers, customers, and employees on a professional level.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to measure ph. and chlorine levels.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

### **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 talk or hear. The employee frequently is required to stand and use hands to fingers to handle or feel. The employee is occasionally required to walk; sit; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/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 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 regularly exposed to wet and/or humid conditions, extreme heat, and outside weather conditions. The employee is occasionally exposed moving mechanical parts; high, precarious places; fumes or airborne particles, toxic or caustic chemicals; and risk of electrical shock. The noise level in the work environment is usually moderate.