

Recreation Center Attendant* Position Description

Position Information		
Min/Max Hours per week: 15-30	Conditions for Overtime: Only in emergencies	Seasonal/Cyclic: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Work Schedule: Full Time <input type="checkbox"/> Part Time <input checked="" type="checkbox"/>		Pay Range:
Incumbent's Name (If filled position):	Address Where Position Is Located: Birch Bay Village Recreation Center; 8169 Cowichan Rd., Blaine WA 98230	
Department: Recreation Center	Supervisor's Name and Title: Recreation Center Supervisor	
Position Objective		
Purpose of the position and how it supports the BBVCCs mission		
The Birch Bay Village goal is to have a dynamic, fun, laid back recreational community in which all members of the community feel welcome and enjoy the quality of life offered here. One of the ways in which we accomplish this is through managing a variety of amenities. Within the recreation center, this directly translates into providing excellent customer service through amenity and event support and quick, efficient food service.		
Assigned Work Activities (Duties and Tasks)		
Describe the duties and tasks, and underline the essential functions.		
% of time (Must total 100%)	List the assigned work in order of importance, with essential functions underlined.	
50%	<p>Duty: Customer Service</p> <p>Tasks include:</p> <ul style="list-style-type: none"> • Assist members with amenity usage, including, but not limited to: <ul style="list-style-type: none"> ○ In person and phone service – answering questions and providing directions (when applicable) regarding amenity usage (golf, pool, sports courts, and clubhouse rental/scheduling). ○ Answering/returning phone calls in a timely manner ○ Monitoring/responding to emails in a timely manner ○ Golf membership purchases ○ Pool fob distribution ○ Reporting and resolving (if applicable) issues reported by members or guest. • Basic food & beverage service & merchandise sales, including, but not limited to: <ul style="list-style-type: none"> ○ Performing opening and closing duties in kitchen such as food prep, stocking inventory, communicating stock/supply shortages and dish washing ○ Ensure all orders/items are accurately entered into the POS system ○ Executing accurate inventory counts of products and supplies ○ Ensure proper food handling and beverage service techniques are utilized ○ Preparing menu items requested in a timely manner. 	
20%	<p>Duty: Golf Support</p> <p>Tasks include:</p> <ul style="list-style-type: none"> • Assist golf members, golf club, golf committee and guests with Golf amenity, including but not limited to: <ul style="list-style-type: none"> ○ Making golf tee times 	

	<ul style="list-style-type: none"> ○ Golfer Check in ○ Golf course marshalling to ensure BBV rule enforcement ○ Golf tee sheet maintenance ○ Assisting with promotions, tournaments, league play, simulator use as outlined in Golf Operations Policies, Golf Club Support Agreement and Rec Center Attendant Daily Expectations.
20%	<p>Duty: Food Service</p> <p>Tasks include:</p> <ul style="list-style-type: none"> • Basic food & beverage service & merchandise sales, including, but not limited to: <ul style="list-style-type: none"> ○ Performing opening and closing duties in kitchen such as food prep, stocking inventory, communicating stock/supply shortages and dish washing ○ Ensure all orders/items are accurately entered into the POS system ○ Executing accurate inventory counts of products and supplies ○ Ensure proper food handling and beverage service techniques are utilized ○ Preparing menu items as requested in a timely manner.
10%	<p>Duty: Participate in identifying and resolving Recreation Center related issues/solutions</p> <p>Tasks include:</p> <ul style="list-style-type: none"> • Maintaining functionality and cleanliness of Recreation Center building, equipment, and surrounding areas: <ul style="list-style-type: none"> ○ Perform daily cleaning tasks such as cleaning/sanitizing equipment and high traffic surfaces, sweeping, mopping and vacuuming ○ Garbage/trash removal ○ Ensure equipment is functioning properly ○ Reporting any current or potential maintenance or equipment issues right away to ensure the safety of our staff and community members • Receiving and communicating incidents, complaints and feedback from members and guests to Recreation Center Supervisor promptly even if you are able to resolve the issue. • Participate in generating solutions and ideas for improvements to efficiency in processes.
Lead Work/Supervisory Responsibilities	
Lead Position: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Supervisory Position: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes , list each direct report below.	<input type="checkbox"/> Assigns Work <input type="checkbox"/> Instructs Work <input type="checkbox"/> Checks Others' Work <input type="checkbox"/> Plans work <input type="checkbox"/> Evaluates Performance <input type="checkbox"/> *Takes Corrective Action <input type="checkbox"/> *Hires <input type="checkbox"/> *Terminates (*Has the authority to effectively recommend these actions.)
Working Relationships	
Level of Supervision received (check one): For more guidance see: Glossary of Classification Terms.	
<input type="checkbox"/> Direct/Close Supervision: Most work is reviewed in progress and upon completion. <input checked="" type="checkbox"/> General Supervision: Completed work is spot checked. <input type="checkbox"/> General Direction: Completed work is reviewed for effectiveness and expected results. <input type="checkbox"/> Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws, and program goals.	
Additional information that clarifies this position's interactions with others to accomplish work: Position is routine and is expected to require limited direction/supervision provided a pre-established schedule is documented and followed. Expectation is that staff works entire scheduled shift and completes daily routine items. Once the recreation center is closed or shift coverage has arrived staff is free to clock out, should additional work not be planned for/mutually agreed upon ahead of time. Full communication with supervisor for outlier situations is expected.	

Working Conditions

Work Setting, including hazards:	Use of cleaning chemicals. Cooking utensils and equipment used for food service. Use of motor vehicle (golf cart) as needed..
Schedule (i.e., hours and days):	Flexible provided there is availability on weekends. In general, work is daily, flexible, and during normal operating hours (8:30-5pm). Additional evening/weekday hours may be assigned when planned for/mutually agreed upon ahead of time
Travel Requirements:	None – car provided within the Village
Tools and Equipment:	Provided
Customer Interactions:	Daily
Other:	Benefits include PTO, Sick Time, 2% IRA Contribution

Qualifications

List the education, experience, licenses, certifications, and competencies (knowledge, skills, abilities, and behaviors).

Required Qualifications:

Attention to detail * Able to work with limited direction * Has or is able to obtain a food handlers and MAST permit

Preferred/Desired Core Competencies:

Forward thinking * Community Focused * Mission oriented * Values others/teamwork * Adaptable * Communicative

Special Requirements/Conditions of Employment

List special requirements or conditions of employment beyond the qualifications above.

Pass background check

In-Training Plan, If Applicable

Training by Team Lead and/or Supervisor

Acknowledgement of Position Description

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date:	Supervisor's Signature (required):
Date:	General Manager Signature (required):

As the incumbent in this position, I have received a copy of this position description.

Date:	Employee's Signature:
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