

Member Services Duties & Responsibilities

(14 years old and up)

Overview

As a Member Services employee, your main responsibilities are to:

- Check patrons into the facility.
- Handle snack bar sales and food service.
- Provide friendly, helpful customer service.
- Support lifeguards and management when needed.
- Have strong communication skills with all (members, managers, employees).
 - With managers especially, making sure you are sharing if you can't make a scheduled shift for sickness etc. or if you will be running late as soon as possible!
- Stay organized and accurate with money.
- Always prioritize safety and cleanliness.
- Have easy access to a phone or email, so management can be in touch about shift changes.

You are often the **first point of contact** for members when they arrive at the pool, so being attentive and welcoming is essential!

Hiring Information:

In order to provide adequate hours to our member services applicants, it may be necessary for us to limit the number of Member Service employees. Applicants who submit completed employee packets during one of the two paperwork submission days will be notified by **May 8th via email** if they have been hired for the 2026 season. Information will then be shared about employee meetings and training.

*IT IS VERY IMPORTANT THAT YOU PROVIDE YOUR EMAIL (PREFERABLY A PERSONAL, NON-SCHOOL) AND PHONE NUMBER ON YOUR PAPERWORK AND NOT YOUR PARENT/GUARDIANS. These will be how a manager will be in contact with you and it is important that it is something you readily have access to.

Primary Responsibilities

1. Patron Check-In

- Greet all patrons with a smile, wave, or verbal greeting.

- Ask for **bond number or last name** and look it up in the system
- Confirm names and check for guests.
- Be enthusiastic and professional when talking with members!
- If you have any questions or concerns when a member is checking in, call a manager over for assistance!

2. Handling Payments & Accounts (Concessions)

- Accepting cash or account payments.
- Maintain and use account books and keep them organized alphabetically, as well as with transactions.
- Be able to do quick math or use a calculator in a timely fashion.
- **Keep cash and cash boxes organized.**
- **Do NOT accept any payment for summer dues**
 - **Contact a manager if a member brings money for dues or has a question about payment of summer dues**

3. Food & Beverage Service

- Being attentive and ready to take orders.
- Most items require no prep and you are just grabbing from a bin, fridge, or freezer. Pretzels require microwaving and a little extra prep.
- Restocking the inventory when needed, as well as monitoring the inventory and alerting a manager if items are running low or out.
- You may be asked to compile a list of inventory on occasions when a manager is planning a food order.

4. Cleanliness

- Keep the snack bar and kitchen area clean, and keep all containers and doors closed.
- If closing, emptying the trash cans and sweeping floors and cleaning up any mess from the day.

5. Making Announcements

- You will be asked to make announcements throughout the day over the loudspeaker. These include things such as adult swim, the pool is closing soon, weather or thunder closings, or general reminders or announcements.
- Scripts will be provided for you. Be confident and clear when speaking into a microphone. Managers and veteran employees can assist with turning on and off the intercom if needed.

6. Phone Calls

- Answer the phone professionally and with a greeting along the lines as “This is SPRA” so callers know they have reached the pool. Ask how you can help them and write down any important information, such as name, number, and a message.
- Pass all information to the manager on duty.
- If they ask for a manager OR you are unsure if the call is legitimate or spam, bring the phone to the manager or head lifeguard on duty, and they will take over the call, and you may resume your job.

7. Emergency Support (EAP)

- In case of emergency, you DO NOT perform rescues. Assist the lifeguards and managers as directed.
- You may be asked to call 911 if necessary.
- Report any injured or ill patrons immediately to the managers and lifeguards.
- People may come to you for a bandaid, which is something you can assist them with. You will be shown where they are, so you can give them out as needed. If you need more assistance, or it is more than JUST needing a bandaid, alert a lifeguard.

You may also be asked to assist in event set ups/clean up and assist in some daily cleaning tasks with the lifeguards. During busy times, lifeguards or managers may be in there to assist. If you ever feel you need additional help or have questions, you can always ask a manager or head lifeguard; we are all more than willing to help.