



City of Greenwood – Concessions/Admissions Associate

<u>Greenwood Employment Application</u>			
Job Title:	Concessions/Admissions Associate	Job Category:	Non-exempt
Department/Group:	Parks and Recreation	Job Code:	
Location:	Freedom Springs	Travel Required:	No
Level/Salary Range:		Position Type:	Part-time Seasonal
HR Contact:	Human Resources Coordinator	Supervisor:	Aquatics Manager
Fax or E-mail: (317) 887-5868 or HR@greenwood.in.gov	Mail: City of Greenwood Attention: Human Resources Department 300 South Madison Avenue Greenwood, IN 46142		
Job Purpose:	<p>Responsible for everyday operational tasks at Greenwood Aquatics Park including Aquatic Risk Management and Aquatic Facility Maintenance and Operations. Responsibilities include but are not limited to enforcement of facility admissions, sales guidelines and registration rules, food and beverage services. Will also monitor individual and group user entrance rules, gift shop or concession transactions and collection of fees and revenues.</p>		

Duties and Responsibilities:

- Compliance with the Code of Conduct and Ethics as outlined in the Employee Handbook.
- Attend safety in-service training sessions to gain knowledge of Jeff Ellis and Associates Risk Management protocol. Responsible and primary contact for emergency phone conversations and information gathering during an emergency.
- Responsible to immediately report any hazardous conditions to supervisor including inability to properly control crowd or access to facility due to weather or other conditions. Maintain minimum number of in-service hours required by the department.
- Follow all state and local board of health guidelines for food service, state board of accounts rules and all other town and department protocols, policies and guidelines including those outlined by Ellis and Associates Risk Management standards and other affiliated organizational values and protocols.
- Complete all necessary reports responsible for daily cash reports and other revenue and data information gathering reports. Immediately report to supervisor any discrepancy in cash counting or reporting processes.
- Greet customers, service customers at the concession stand or gift shop, answer phones and face-to-face communication contributing to the success of superior customer service.
- Assist with supervision of volunteers and or program participants. Monitor individual and group user entrance rules, gift shop or concession transactions and collection of fees and revenues.
- Assist with training of cash handling procedures and practices and food or concession safe practices and health guidelines.
- Responsible for cleaning and policing grounds, office, cashier, gift shop or concessions facilities, pool deck and bath



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house facilities. Will assist with answering phones, communication with vendors, employees and demonstrate exceptional customer service.

- Collect fees and registrations, complete necessary reports and will be responsible for preparing revenues for deposit. Monitor change fund and notify supervisor for change fund needs. Is fiscally accountable for admissions, fees, registrations and cash balancing.
- Assist with inventories of sales items, supplies and other basic operational supplies.
- Perform other related duties as assigned.

Job Requirements:

- **Education:** High School Diploma or current student with the ability to read, write and speak the English language.
- **Experience:** Basic understanding of swimming, aquatic programming and waterpark amenities and operations.
- **Knowledge, Skills and Abilities:** Must be able to obtain a National Council first aid and C.P.R. certification offered by the City of Greenwood at the employee’s initial expense. Must be proficient in cash handling, math and organizational skills. Must possess a valid driver’s license. Must be servsafe trained for proper food and beverage serving protocol.
Ability to enforce rules and follow all established protocols and guidelines, resolve conflicts between patrons, program participants and employees and ability to make sound and rational decisions including exercising independent judgment. Must remain current with all required licenses, certifications and in-service requirements and must demonstrate satisfactory performance ratings on all safety, operational and financial audits.
- **Physical:** Ability to work evening or weekend hours a must. Operating assigned computers and equipment. Sitting, walking and standing for extended periods of time and lifting and carrying objects weighing up to 50 pounds.

By signing, I acknowledge that I have read, understand and will comply with the duties and responsibilities for employment in this position.

The City of Greenwood is an “at will” employer and has the right to terminate the employment relationship at any time.

Employee Signature: _____

Date: _____

Approved By: