

The Highlands Natural Pool
180 Snake Den Road, Ringwood, NJ 07456

Job Opening: Guest Services Agent

Overview

We are looking for responsible individuals who are seeking flexible hours in a fun, fast paced environment. The guest services agent undertakes all visitor welcoming, runs the concession stand and assists in care of the grounds. You will be the “ambassador” of the pool for all visitors and will be responsible for the first impression we make.

The ideal candidate will have a friendly and easy going personality while also being perceptive and disciplined. A customer-oriented approach is essential. The goal is to make guests and visitors feel comfortable and valued while on our premises.

Pool Hours (for more information, visit <https://www.highlandsnaturalpool.org>)

- The pool season runs from Memorial Day weekend through the Last Sunday in September
- Open weekends only in May, June, and after Labor Day; Open daily in July and August
- Staff hours are 11am – 6pm

Gatekeeper Hours

- Flexible work schedule, hours will be scheduled on a weekly basis

Duties and Responsibilities

- Shows up for work on time and ready to work.
- Opens and closes the pool.
- Proper cash handling including, visitor and member payments at the entrance, taking concession stand orders, and accepting payments, handling cash, debit and credit cards.
- Serves snacks and beverages from the concession stand.
- Ensure all sanitation procedures are followed relating to all local regulations.
- Answers questions and addresses visitor complaints.
- Encourages patrons to become members and assists them in completing their application.
- Explains and enforces rules, regulations, and policies to ensure the safety of patrons.
- Maintains effective, positive relationships with members, day visitors, board members, and other staff.
- Oversees pool parties and other special events.
- Maintains cleanliness and orderliness of all areas.

Requirements and Qualifications

- Must be at least 16 years of age.

Compensation

\$15.13 per hour.

TO APPLY, please submit your resume with cover letter to: Highlands_pool@yahoo.com