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Job Description			
<b>Job Title:</b>	Pool Attendant	<b>Reports To:</b>	Pool Supervisor
<b>Ex/Non-Ex:</b>	Non-exempt	<b>Department:</b>	Pool
<b>Shift/Hours:</b>	Monday – Sunday, Shifts TBD	<b>Pay Range:</b>	\$15.50 – \$17.50 per hour
<b>Job Classification:</b>	Full-time or Part-time	<b>Date Written: Revised</b>	June 5, 2020 June 12, 2023
<b>Location:</b>	On-Site	<b>Supervise Employees</b>	No

Essential Functions and Duties
<p>Community Pool Attendants are responsible for dealing directly with HROA members and the public in handling entrance to the pool, customer concerns, and safety awareness of members.</p> <p><b>Essential Duties and Responsibilities</b>            Responsible for the enforcement of policies, procedures, rules, and regulations governing the conduct of pool users.</p> <ul style="list-style-type: none"> <li>• Follow pool opening and closing procedures.</li> <li>• Make chemical checks of water for proper chemical balance, every two (2) hours, and maintain a log of chemical readings and adjustments.</li> <li>• Monitor and ensure pool capacity levels are adhered to.</li> <li>• Monitor skimmer to ensure proper function; keep skimmers clean.</li> <li>• Maintain pool deck in a neat, clean, and orderly fashion, always ensuring safety hazards are addressed immediately.</li> <li>• Maintain pool and surrounding areas ensuring equipment is properly stored, hoses are rolled up, lost clothing is put away, visitor’s items are not obstructing walkways, litter is picked up and discarded, spillage is cleaned up, etc.</li> <li>• Monitor public bathrooms and ensure areas are clean and sufficiently supplied with all products.</li> <li>• Ensure proper lighting is maintained during open hours.</li> <li>• Handle concerns and grievances from members, tenants, and guests.</li> <li>• Operate two-way radio to maintain contact with other HROA personnel.</li> <li>• Handle situations in a polite and professional manner.</li> <li>• Effectively communicate HROA CC&amp;Rs, rules and regulations, and policies and procedures to members and guests and employees.</li> <li>• Identify and deter negative situations, when possible; notify Ranch Patrol as needed.</li> <li>• Adhere to the Confidentiality Policy.</li> <li>• Contact emergency medical personnel in case of serious injury.</li> <li>• Communicate any repairs, equipment, or supply needs to the Pool Manager</li> <li>• Communicate any safety issues to the Pool Manager.</li> </ul>

Other Responsibilities and Duties
<ul style="list-style-type: none"> <li>• Adhere to all employee handbook policies, including and especially the Confidentiality and Ethics policies.</li> <li>• Contribute to team effort.</li> <li>• Practice good housekeeping techniques for work area and shared workspaces</li> <li>• Adhere to Safety policies and standards.</li> <li>• Pursue the job with drive and determination.</li> <li>• Use logic to solve problems with effective solutions.</li> </ul>

**Job Knowledge, Skills and Abilities**

- Proficiency with HROA’s policies and procedures, CC&Rs, rules and regulations, and training manuals.
- Proficiency in math skills with ability to calculate and total fees daily with accuracy.
- Strong customer service focus with ability to communicate courteously and handle escalated issues.
- Strong attention to detail and ability to multitask.
- Strong organizational and time management skills.
- Good verbal/written communication skills (in English language) with ability to effectively communicate with managers, peers, owners, customers, visitors, and vendors.
- Ability to work in a fast paced and results driven environment.
- Learn quickly, understand/follow instruction and adapt to new problems and situations.
- Ability to meet all safety and physical requirements of the job.
- Team player: ability to cultivate team environment.
- Must be tactful and able to resolve disputes.
- Ability to present professional appearance and behavior in accordance with HROA policies.
- Knowledge of Heritage Ranch Membership Handbook, Rules, and Regulations
- Ability to prioritize tasks.
- Ability to exchange and receive information through oral communication and to make discriminations in sound. Must be able to speak in a clear and understandable voice so that communication may be conducted with people of various levels of education and capabilities.
- Must be able to read well enough to see obscure or faint printing with or without corrective lenses.
- Physical ability to move about to accomplish tasks related to the position.
- Must be mentally alert, and detail oriented with good reasoning skills.
- Must be able to work extended hours, weekends and holidays when requested.
- Must be able to work constructively and cheerfully in an environment that may be stressful due to adversarial situations resulting from the proper performance of the department’s mission.

**Education, Experience, Certification and Training**

- High School Diploma or GED equivalent
- 3+ years of experience in customer service environment and/or pool monitoring.
- Experience in maintenance a plus.
- Strong swimmer.
- First aid and/or CPR certification preferred.
- Must be willing to work overtime and occasional holidays

**Location, Physical and Environmental Requirements**

- Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, handle, feel, pull, bend repeatedly, climb stairs, balance, see with aid, identify colors, peripheral vision, hear with aid, write, count, read, speak, analyze, alphabetize, lift, and carry under 20 lbs., perceive depth and operate a motor vehicle.
- This position will be performed indoors and outdoors. When indoors the environment will be affected by fluorescent lighting and varying controlled temperatures. When outdoors the environment will be affected by the weather, i.e., rain, wind, extreme heat or cold.
- Working closely with others, working alone, working extended and/or irregular hours.
- Equipment (machines, tools, devices) used in performing the essential job function include but not limited to computers and related equipment, calculators, copiers, fax machines, phone, and vehicles.
- Must be able to drive a car and possess a valid driver's license.

**Heritage Ranch Owners Association**  
**Job Description – Community Pool Attendant (continued)**

**Limitations and Disclaimer**

This job description describes the essential functions, general duties and responsibilities, physical requirements, and PPE associated with the position; it is not an exhaustive list of all duties, responsibilities, or skills required for the position. Requirements are representative of minimum levels of knowledge, skills, and abilities.

The essential functions, general duties and responsibilities, and physical requirements associated with the position are subject to modification to reasonably accommodate individuals with disabilities. Some physical requirements may exclude individuals who pose a risk to the health or safety of themselves or others.

This job description neither states nor implies that the listed essential functions, general duties and responsibilities, and physical requirements associated with the position are the only tasks expected of an employee. An employee is also required to follow any other job-related instructions and perform any other job-related tasks requested by their supervisor and not in violation of any applicable laws, regulations, or rules.

To perform this job successfully an employee must possess the abilities and aptitudes to perform each duty, responsibility, and physical requirement proficiently.

***This job description in no way creates a guarantee or contract for employment, and in no way alters the “at-will” employment relationship with the Heritage Ranch Association.***

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

**Approval and Signature**

**Approved By:**

**Date:**

By signing below, I acknowledge I have read this Job Description, and I certify that I can perform all essential job functions without significant risk to the health or safety of myself or others that cannot be eliminated by reasonable accommodation.

**Employee Signature:**

**Date:**