



OWL'S NEST

LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT JOB DESCRIPTION

TITLE: Pool Attendant

REPORTS TO: Food & Beverage Manager

DEPARTMENT: Food & Beverage

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY

As a Resort Facilities Staff employee, you will ensure the pool and beach areas are set according to guest expectations and Owl's Nest Resort standards. Attend to general maintenance and custodial work at the pool and beach areas in between the Lakehouse and Boathouse to ensure high-quality guest experience. Attention to detail and commitment to exceptional customer service is a must in this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Lift, carry, rearrange patio/deck furniture and equipment related to pool/sauna and Lake Harold.
- Perform routine maintenance/upkeep/cleaning of equipment and towel station
- Responsible for inspecting beach and pool for opening and closing procedures, maintenance, and repair
- Make sure all surrounding areas are cleaned and maintained and daily opening procedures are followed according to the instructions of the Director of Facilities and Food and Beverage management
- Responsible for any daily upkeep duties surrounding the pool and beach areas
- Performs custodial tasks, e.g., empties trash receptacles, empties recycling receptacles, cleans and removes debris.
- Maintain a safe, clean, and enjoyable environment for pool users, which includes enforcing rules, assisting guests, and performing routine maintenance tasks.
- Ensure guests follow safety guidelines, including proper attire, no glassware, no outside alcoholic beverages.
- Watch for potential hazards or unsafe behavior and intervene when necessary.
- Maintain cleanliness of the pool area – pick up used towels, trash and other debris. Taking the trash out when it is full. Doing a regular sweep of the pool deck with a broom and dustpan. Keeping water stations full.
- Report any maintenance issues: inform supervisors or managers of any problems with pool equipment or facilities.
- Distribute food and beverages: Assist with Deli/Hook sales such as taking food/beverage orders and handling takeout.
- Provide towels and ensure that guests are returning them.
- Offer exceptional service and assist guests with any inquiries and concerns.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work independently and/or with a team, exercise good judgment and sound decision-making required.
- Ability to follow directions and attention to detail

LICENSURE / CERTIFICATION REQUIREMENTS

- High school diploma or equivalent.
- Valid driver's license.
- Participation in ongoing training and education.

PHYSICAL REQUIREMENTS / WORKING CONDITIONS

- This is a labor-intensive position. Physical ability to frequently lift and/or move up to 70 pounds on a regular basis. Securing kayaks, paddleboards and paddle boats to the beachside dock is required
- Morning and/or early afternoons Thursday through Sunday, and some holidays.
- While performing the functions of this job, the employee must be able to walk forward, backward, side to side, and/or up and down stairs.
- Work involves stooping, kneeling, crouching, twisting/turning, reaching, and bending at the waist, climbing stairs, lifting, pushing, carrying, standing, and walking for extended periods.
- Exposure at times to inclement weather.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Food & Beverage Director's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest Resort; it is my responsibility to notify the Director of F & B so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

Date