



FRIDAY HARBOUR™
All Seasons Resort

Job Title: Pool Attendant
Division: Resort Services
Department: Recreation and Leisure
Responsible To: Aquatics Manager

Role Summary

Reporting to the Aquatics Manager, this position is responsible for light housekeeping around the pool areas, handing out towels to guests and folding of towels.

Responsibilities

- Assist with towels (issuing and retrieving) at all pools
- Ensure all pool loungers and chairs are clean and orderly
- Ensure all pool chairs have a fresh towel placed on them upon opening of the pool area and all towels are removed at the end of day
- Assist guest with chairs, tables and umbrellas as applicable
- Take ownership of guest concerns and follow- up
- Communicate guest requests to leaders
- Pick up garbage from guest and return to proper location
- Promote the rules and regulations of the facility intended for the safety and welfare of guests
- Welcome and acknowledge each guest with a smile, eye contact and a friendly verbal greeting using the guests' names when possible
- Ensure uniform, nametags and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence



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- Smart, courageous, leader

Requirements

- Work experience in the hospitality industry an asset
- Must possess excellent customer service skills
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Must be able to work in hot, humid or cold environments
- Required to move, lift, carry, pull and place objects weighing less than or equal to 30 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces
- Work area is located alongside deep water

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.