

POSITION DESCRIPTION

SPLASH PAD MANAGER/CO-MANAGERS

Position: Splash Pad Manager/Co-Manager
Reports To: Fiscal Officer
Group/Department: Park and Pool
Work Location: Roseville Park 10 Maple Street

Position Summary:

The Splash Pad Manager or Co-Manager is responsible for the efficient, accurate, and safe operations of the Splash Pad. The duties performed must be in accordance with the Village's ordinances/resolutions, rules, regulations and procedures, as well as the Ohio Basic Code.

Job Dimensions:

The Splash Pad Manager/Co-Managers reports directly to the Fiscal Officer. He/She is responsible for collecting revenues, maintaining a clean and safe environment for adults and children.

Nature and Scope:

The Splash Pad Manager or Co-Manager is responsible for opening, operating, and closing the splash pad for the public to utilize during set hours. This is a part-time seasonal position that will range in the number of hours per week. Must have a flexible schedule and be able to work evenings and weekends.

The major responsibilities of the Splash Pad Manager or Co-Managers include, but are not limited to:

- Opening and Closing the facility consistently on time with little to no supervision.
- Collecting and processing various payments such as entry fees, concession stand sales, and party rental fees.
- Stocking the concession stand area with ice cream, drinks, and snacks.
- Operating a cash register and being able to make change accurately.
- Preparing deposits for daily balancing and inventory checks.
- Performing CPR and/or First Aid. Must be certified in CPR and First Aid.
- Interacting with adults and children in a manner that makes their experience fun while also keeping the facility safe for everyone.
- Enforcing rules and regulations set by Village Council.
- Cleaning all areas of the splash pad including but not limited to Restrooms inside and outside of the Splash Pad, Concession Stand Area, Concrete areas inside the splash pad, keeping all trash picked up, keeping all tables and chairs clean and disinfected.
- Mowing and weed eating inside the splash pad area.
- Checking, administering, and recording chemical testing to assure levels are within the required levels set by the State of Ohio and Perry County Health Department.
- Backwashing and cleaning equipment so that it performs efficiently.

Major Challenges:

- Maintaining an expert level of knowledge of balancing chemicals such as Chlorine, PH, and Alkalinity.
- Learning and retaining knowledge on how to use and maintain the equipment required to operate the splash pad efficiently.
- Making continuous improvements to the splash pad processes to improve service and increase efficiency.

- Serving customers who have a large variety of complaints and are sometimes abusive, uncooperative, and angry.
- Being patient and attempting to work through problems and find solutions.
- During peak periods, handling increased counter traffic and telephone calls while attempting to maintain an exceptional level of safety and customer service.

Other Requirements:

- Demonstrated competency in use of computer software including spreadsheets and word processing. Use of software includes the ability to create or design new reports, documents, and spreadsheets.
- Knowledge of office equipment such as calculators, cash registers, and online calendars.
- Maintain a working knowledge of the Village of Roseville departments' rules and regulations to respond to customer inquiries- either on the phone or over the counter.
- Ability to coordinate work efforts with employees in other Village departments.
- Ability to provide excellent customer service for all customers.
- Good math, organizational, and problem-solving skills.
- Demonstrated organizational skills to manage the multiple functions of the division.

Qualifications:

- First Aid and CPR Certificate.
- Provide a FBI and BCI background Check.
- Minimum of 16 years of age.
- Knowledge in local government operations, rules, regulations, and State Codes.
- Experience in the collection and testing of public recreational water (pools, splash pad, hot tubs, etc.)
- Experience in customer service or other related experience requiring communication skills on the telephone and in person.
- Experience with handling multiple children at once.
- Knowledge and Experience of pool/splash pad equipment and operations.