



TAHOE CITY PUBLIC UTILITY DISTRICT Job Description

Job Title: Winter Sports Park Seasonal
Department: Parks and Recreation
Supervised By: Recreation Supervisor
FLSA Status: Non-Exempt
Revised as of: October 2017

JOB SUMMARY

Within a well-defined framework of established policies and standard operating procedures; perform a variety of unskilled, semi-skilled and skilled work at the Tahoe City Winter Sports Park (TCWSP). Incumbents will assist in the completion of daily tasks designed to ensure and maintain a safe and welcoming environment. The Winter Sports Park Seasonal is the front line of communication, ensuring the customer has a positive experience and offering excellent customer service to all patrons.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Recreation Supervisor.

ESSENTIAL FUNCTIONS

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Ensure the interior and exterior of the clubhouse are clean, neat and safe at all times.
- Ensure no outside alcohol is on premises.
- Fill out incident reports in a timely manner and forward to Recreation Supervisor.
- Represent the District in a positive manner at all times.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Establish and maintain effective working relationships with co-workers and all others contacted in the performance of assigned duties.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

Cashier/Rental Shop Assistant

- Assist with inventory and stocking of merchandise.
- Provide assistance with ticket sales, retail sales and equipment rental.
- Sell trail passes, rental packages, season passes, gift cards and all related promotional discounts affiliated with trail passes and rentals, and retail merchandise.
- Provide assistance with skate rental and repair.
- Perform custodial and housekeeping services to ensure rental shop is clean and inviting.

- Give information about the TCWSP to guests.
- Maintain lost and found property.

Ice Rink Attendant

- Assist with ice preparation and ensure Zamboni Operator can drive the Zamboni on and off the ice safely.
- Keep viewing areas, common outside areas and boot lace up area clean, tidy and safe at all times.
- Ensure all entrances are free and clear of snow and debris.
- Remove trash and clean rink glass as necessary.
- Operate rink music and monitor music volume.
- Assist with closing the facility daily.

Ski Trail Attendant

- Monitor the ski area for safety hazards or incidents.
- Inspect and mark hazards on the trails and sled hill in accordance with safety policy and procedures.
- Assist in operating a grooming machine to prepare the cross country ski trails and sled hill for skiing and sledding and to create an optimal surface for current conditions.
- Assist with snow removal including shoveling and clearing snow from walkways, paths, equipment and other areas as necessary.
- Remove trash as necessary.
- Check tickets of customers to ensure fees were paid to use the area.
- Educate guests and employees about ski and sledding safety awareness and control, maintain proper safety equipment and signage at the ski area, and facilitate correction of safety problems.
- Maintain trail signs and markers.

Sled Hill Attendant

- Ensure daily open and close duties are performed and the hill is properly maintained.
- Provide a safe sledding experience for participants, maintain awareness of potential hazards and address as required.
- Enforce all sledding hill rules.
- Keep entrances and exits free of obstacles and ice, keep all signage visible and clear of snow.
- Straighten, repair and/or replace safety fencing as necessary.
- Level moguls as necessary.
- Check tickets of customers to ensure fees were paid to use the area.

Parking Lot Attendant

- Provide assistance within TCWSP parking areas.
- Assist with parking lot set up and evaluate parking procedures on peak days.
- Welcome guests and direct their vehicles in and out of the parking area in a safe and efficient manner.
- Follow and enforce parking procedures.
- Maintain awareness for potential hazards and address as required.
- Provide routine maintenance in parking areas to include some snow removal, trash removal, basic maintenance procedures and general labor.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Assist with bathroom maintenance when needed.

- Deposit receipts in safe daily when needed.
- Provide backup assistance to other Winter Sports Park staff.
- Perform all other duties as assigned.

EMPLOYMENT STANDARDS

1. Knowledge of:

- Methods and materials used in Winter Sports Park environment.
- Principles and practices of customer service.
- Cash handling/Point of Sale (POS) service for Cashier/Rental Shop Assistant.
- Safe work practices.

2. Ability to:

- Learn the District's operations, policies and procedures as they relate to assigned duties.
- Maintain routine records and logs.
- Perform assigned duties in a safe and effective manner for self and others.
- Work a flexible schedule including nights, weekends and holidays.
- Work successfully in a team environment.
- Recognize problems as they arise and bring them to the attention of the Recreation Supervisor.
- Remain steadfast with participants when necessary to ensure the safety of all participants, facilities and equipment.
- Ice skate if assigned to Ice Rink Attendant.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Perform routine arithmetical calculations including addition, subtraction, multiplication and division.
- Communicate effectively, tactfully and positively in both oral and written form.
- Understand both oral and written instructions and carry out in a positive manner.
- Operate and use modern office equipment including computers and applicable software.
- Establish, maintain and foster positive working relationships with those contacted in the course of work.

EDUCATION AND TRAINING REQUIREMENTS

1. Education and Experience Requirements:

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: The ability to read and write at a level required for successful job performance for the entry level to the equivalent of completion of two years coursework at an accredited college or university specializing in recreation administration, physical education or closely related field for journey level.

Experience: Little or no directly related experience is required for entry level. At least one year of experience in a recreation leadership position expected for journey level.

Some prior experience in cashiering and/or customer service is desirable. Hospitality/tourism-related experience is an asset.

2. Certification & Licensing Requirements:

- Possession of appropriate and valid driver's license and driving record that complies with District policy if driving for the District is required.
- Ability to obtain valid First Aid Certificate within the first six months of employment.
- Ability to obtain valid CPR Certificate within the first six month of employment.

WORKING CONDITIONS

Work is performed in both a typical temperature controlled clubhouse environment subject to typical noise and conditions, and in an outdoor field environment, subject to hot and cold temperatures, inclement weather and varying noise levels. (See detailed Job Analysis for a more complete list of physical and mental requirements.)

Reviewed by: *Valli Murrone* Date: October 5, 2017

Classified by: *Ramona Cruz* Date: October 5, 2017

Approved by: *Ramona Cruz* Date: October 5, 2017