



Naper Carriage Hill Swim & Racquet Club Clerk Qualifications and Requirements

Minimum Age: 15

American Red Cross CPR certification

CLUB RESPONSIBILITIES:

1. Review and enforce all pool rules outlined in Rules & Regulations on Naper Carriage Hill Swim & Racquet Club website.
2. Assist in daily pool opening and closing cleaning responsibilities outlined by the Club Manager.
3. Learn and follow the written emergency action plan created by the Club Manager.
4. Accept overtime for pool functions requiring additional staffing.
5. Attend all meetings scheduled by the Club Manager, including in-service training, emergency action training, and mid-season staff meeting.
6. Participate in the regular maintenance of tennis courts.
7. Abstain from cell phone use while on duty.
8. Keep work space organized and clean.
9. Report to work at least fifteen minutes prior to a scheduled shift, wearing all employee apparel.

ADDITIONAL DESK CLERK RESPONSIBILITIES:

1. Remain at the front desk for the duration of shift.
2. Greet all patrons entering and leaving the pool during the day.
3. Verify club membership of all patrons entering the facility.
4. Record and collect guest fees for all patrons entering the facility as guests of members.
5. Report daily attendance figures to Manager on Duty at the end of assigned evening shifts.

ADDITIONAL CONCESSIONS CLERK RESPONSIBILITIES:

1. Remain in the concession area for the duration of shift.
2. Participate in the sale of concessions during the assigned shift.
3. Maintain system of organization for all collected concession money.
4. At the conclusion of all enforced adult swim periods, check the pool deck for garbage or discarded wrappers, empty garbage cans, and clean tables as needed.
5. Report all concessions needs to the Club Manager.

WORKING HOURS:

There will be an expectation that employees be on the job with promptness and regularity. The Club Manager will determine the summer schedule based on availability provided by the employees. Lifeguards and Clerks will work on a set schedule; Clerks will be scheduled for both front desk and concessions shifts. Full-time employees will be responsible for regularly scheduled shift each week from the start of the season through July 31st. Should an employee be unavoidably late or find it impossible to be on the job, he/she must find a substitute from other Naper Carriage Hill Swim & Racquet Club staff. In every case, a manager or assistant manager must be notified. A custom schedule will be created for all shifts beginning August 1st through the end of the season.

If an employee has a pre-planned extended absence (family vacation), it is their responsibility to secure their own sub for all scheduled shifts. Extended absences or anticipated vacations lasting for a period of more than 10 consecutive days must be communicated to the Club Manager prior to signing an employment contract.

All club employees must be available to work two of the three summer holiday periods: Memorial Day weekend, Fourth of July, and Labor Day; this means college students returning to campus in August must be available to work both Memorial Day weekend & the Fourth of July.

All employees not returning to campus must be available to work Monday afternoon/evening of Labor Day.

DISCIPLINE CODE FOR STAFF:

A first offense, except as forth below, shall result in either a written or verbal warning. A subsequent offense shall, at the discretion of the Club Manager and/or Pool Operations Chairperson, result in further warnings or discipline, including dismissal. Any acts which, in the opinion of the Club Manager and/or Pool Operations Chairperson, constitutes an act of theft, deception, fraud, intoxication and/or moral turpitude, whether on or off the premises and/or whether work or non/work related, shall subject the employee to immediate termination.