

Job Title	Seasonal Staff
Manager's Job Title	Facility Manager & Seasonal Supervisors
Department	Maintenance
Date Created	February 14, 2019

Seasonal Staff

Reports To

Facility Manager and Seasonal Supervisors

Job Summary

The Seasonal Staff are the front-line for both beaches of the Mahogany Homeowners Association (MHOA). Strong customer service skills are of utmost importance. A key component of this position is the education and safety of members, while maintaining a positive image of the organization within the community. Other responsibilities will include the ongoing maintenance and upkeep of the beaches and facilities. As the parks are open daily from 9am to 10pm, a flexible schedule is required.

Competencies

- Excellent communication & interpersonal skills
- Current Standard First Aid, CPR and WHMIS Certification (will be provided)
- Ensure water and beach safety through supervision and member education
- National Lifeguarding/Red Cross Water Safety Certification (not a requirement but an asset).
- Previous waterfront experience considered an asset
- Ability to multi-tasking in a busy environment
- Other duties and responsibilities as assigned

Job Duties

- Provide exceptional customer service to members and their guests
- Ensure water and beach safety through supervision and member education
- Perform on site equipment maintenance duties and checks
- Proactively intervene and assist in emergency situations
- Provide first aid and follow-up as required
- Educate members about water hazards and safety as well as programs and events offered by the MHOA
- Daily reports
- Providing efficient customer service to our community members and their guests
- Oversee adherence to rules and regulations as approved by the MHOA Board of Directors
- Report safety, equipment, member or staff concerns as needed
- Perform regular member checks
- Other duties and responsibilities as assigned

Job Requirements

- Extensive customer service skills including, but not limited to, handling difficult situations in a calm and contained manner
- Enjoys working with people
- Current Standard First Aid, CPR and WHMIS Certification (will be provided)
- National Lifeguarding/Red Cross Water Safety Certification (not a requirement but an asset).
- Previous waterfront experience considered an asset
- Strong swimmer
- Comfortable with multi-tasking in a busy environment
- Strong communication and interpersonal skills
- Ability to demonstrate time management skills
- Leadership qualities; confident and experienced in customer service and has managed some conflict resolution
- Work independently with limited supervision

Work Conditions

- Position requires extensive cleaning and maintenance tasks
- Must be willing to work a flexible schedule (days, evenings and weekends)
- Overtime is limited but may be required
- These positions work in a variety of outdoor seasonal conditions - appropriate clothing for various weather conditions is required
- Physical activity including walking, standing and lifting (up to 50lbs)
- Position requires the operation of equipment and small vehicles