

**YMCA of Southern Nevada  
Job Description**

**JOB TITLE:** Seasonal Ticket Taker

**SUPERVISOR:** Aquatics Director

**WAGE RANGE:** \$6.63 per hour

**OPEN SHIFTS:** Full-Time & Flexible during summer months

**DEPARTMENT:** Aquatics

**LOCATION:** All Branches

**APPLY BY:** April 15, 2008

**GENERAL FUNCTION:** Under the direction of the Aquatic Director, the Ticket Taker performs customer service as well as cashier duties. The Ticket Taker provides informational services regarding the pool rules, programs and fees of the Aquatic Department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- 1) **GREETES** and **WELCOMES** all members and customers with a friendly attitude.
- 2) **INFORMS** patrons of pool rules and **ADDRESSES** any questions they may have about the rules.
- 3) **DIRECTS** patrons to appropriate staff regarding questions that cannot be answered.
- 4) **SELLS** swim diapers, and **RENTS** life jackets.
- 5) **PERFORMS** cashier functions; takes money in exchange for designated tickets, as well as make change.
- 6) **MAINTAINS** cleanliness of pool locker and shower rooms.
- 7) **REMINDS** patrons to shower before entering pool.
- 8) **PROMOTES** character development with members and staff.
- 9) **PERFORMS** all other duties as assigned

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **EDUCATION and/or EXPERIENCE:** High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- **LANGUAGE SKILLS:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- **MATHEMATICAL SKILLS:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- **REASONING ABILITY:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

- **OTHER SKILLS and ABILITIES:**

- 1) This job requires a mature, dependable, genial person with the ability to communicate with people of all ages.
- 2) Must be capable of operating cash register and make change accurately.
- 3) Visual and auditory ability to respond to critical incidents and the physical ability to act swiftly in an emergency situation.
- 4) Ability to adequately observe participant activities and enforce safety regulations.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock.
- The noise level in the work environment is usually moderate.

**END RESULT:**

- 1) Provide informative, efficient and pleasant interface with the public and the YMCA to enhance the image of the YMCA in the community.
- 2) Impact the overall effectiveness of the association's implementation of the YMCA mission.

We understand and mutually accept that the above description and supplement represent our agreements as to the job to be performed.

This job description is not intended to be all-inclusive. It is understood that the employee will also perform other business related duties including meetings if requested by the immediate supervisor or senior management. Job descriptions are reviewed periodically and may be revised if deemed necessary. This job description is not a written or implied contract.