



## JOB POSTING

### Lily Pad Springs Assistant Manager

West Bloomfield Parks is looking for candidates to fill seasonal Assistant Manager Positions for our spray park. The spray park operates Memorial Day through Labor Day. Applicants are preferred to be available on all holidays and understand that the spray park is a seven day operational business.

**JOB SUMMARY:** Assistant Managers perform a variety of tasks in support of the WB Parks' spray park. This position is responsible for assisting the Manager in daily operations, interviews and supervising Attendants. Assist with the coordination and execution of staff training. Help attendants troubleshoot minor problems and provide additional support. Furthermore, manages staff in the absence of the manager.

For a complete job description with primary duties and responsibilities go to [www.wbparks.org/employment](http://www.wbparks.org/employment).

**HOURS:** Seasonal, 20-32 hours per week, May-September including holidays. An average shift starts as early as 10am and can be scheduled until 6:30pm. In the event of a private party a shift can be scheduled as late as 9pm. Mandatory orientation will be held in May. Position limited to 1200 hours per calendar year.

**QUALIFICATIONS:** Must be 18 years or older; CPR, First Aid and AED certification preferred or obtain within two weeks of hire in date (we will provide). Must pass a criminal background check as well as Central Registry Clearance. Interpersonal skills to handle questions, complaints and concerns from the public and from employees in a professional manner. Cash handling experience preferred.

**HOURLY RATE:** Starting rate \$14.50 per hour; bonus opportunity for end of the season.

**START DATE:** May 1, 2024 (flexible)

**TO APPLY:** To be considered for this position, please submit a completed application and resume.

Human Resources, West Bloomfield Parks and Recreation Commission  
4640 Walnut Lake Road  
West Bloomfield, MI 48323  
[hr@wbparks.org](mailto:hr@wbparks.org)

*Blank applications are available at West Bloomfield Parks. Download a copy online at [www.wbparks.org](http://www.wbparks.org).*



Recreation Activities Center  
4640 Walnut Lake Road  
West Bloomfield, MI 48323



[www.wbparks.org](http://www.wbparks.org)



[info@wbparks.org](mailto:info@wbparks.org)



248.451.1900



### **Job Description**

**Job Title:** Lily Pad Springs Assistant Manager

**Department:** Recreation

**FLSA Status:** Non-Exempt

**Pay Grade:** Seasonal B

### **Position Description Summary:**

Assistant Managers will perform a variety of tasks in support of the Parks and Recreation Department's spray park. This position is responsible for assisting the managers and attendants. Assistant Managers may assist in processing transactions and selling tickets, answering customer questions, and helping to ensure the spray park is kept clean and safe.

**Working Hours:** Typically working three days or evenings during the week and at least one weekend day. Shifts may start as early as 9:30am and/or ending at 8pm. Some evenings or special event shifts may be offered. Average of 40 hours per week from Memorial Day weekend to Labor Day weekend. Assistant Managers may be required to work an additional week after Labor Day to wrap up all operations. Mandatory orientation will be held in May.

### **Essential Function(s) of the Position:**

*The duties listed below 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 level and/or class of this position.*

- Must be 18 or older.
- Assists the Manager in the daily operation of Lily Pad Springs.
- Assists in interviewing, training and supervising up to eight Lily Pad Springs attendants.
- Assists with the coordination and execution of staff trainings.
- Observe behavior of all patrons and staff by patrolling the pad; communicate facility's policies, rules and procedures, in a friendly and controlled manner to promote a positive and safe experience for all visiting patrons.
- Completes daily logs.
- Assists managers in daily deposits and reporting.
- In the absence of the Manager, conducts daily mini staff meetings.
- In the absence of the Manager, manages staff shift changes.
- Assigns tasks for staff to complete during periods of low activity.
- Communicates any staffing accolades or challenges to administration.
- Check and record Water Chemical Checks throughout the day. Ensure the facility is ready at opening and secured at closing.
- Assists in minor maintenance, cleaning and daily upkeep of the facility.

- Ensure the safety and well-being of Lily Pad Springs users; ensures decisions are made in the best interest of patrons and the West Bloomfield Parks and Recreation Commission.
- Oversees the use of Lily Pad Springs equipment and supplies.
- Ensures proper sanitation protocol is followed when blood, vomit or fecal is found on the pad.
- Ensures incident reports are neatly completed with accurate and objective information.
- Execute the Emergency Action Plan, alert administration and/or EMS personnel when necessary.
- Provide recommendations in regards to Lily Pad Springs user trends and funnels customer feedback to administrators.
- Maintains positive and proactive communication with users, park staff and customer service staff.
- Resolves minor problems and arranges for support as needed.
- Adheres to the Commission guidelines, policies and procedures.
- Other duties as assigned.

**Education/Experience/Licenses/Certificates:**

- High school diploma or equivalent or will have within one month of the hire date.
- Some related customer service or park patron admission/experience.
- Able to type quickly and accurately.
- Cash handling experience.
- Basic knowledge of RecPro is preferred.
- First Aid and CPR Certification within two weeks of hire in date.
- Valid State of Michigan Driver's License.

**Knowledge, Skills and Abilities:**

- Possess basic math skills and have the ability to work a cash register/cash drawer, as well as a credit card machine.
- Ability to work with large crowds in an outdoor environment.
- Ability to supervise and motivate staff; organized and acts as a role model for all staff.
- Willingness to learn and execute pool mechanical and sanitation operations.
- Ability to respond to emergencies and distress situations quickly and effectively.
- Ability to withstand exposure to chemicals commonly used in swimming pool environment and working outdoors.
- Strong communication skills.
- Ability to express ideas clearly and concisely.
- Ability to multi-task and work in a fast-paced environment.
- Good organizational skills with emphasis on detail.
- Interpersonal skills to handle questions, complaints and concerns from the public and from employees in a professional manner.
- Ability to take the lead in handling customer requests and to furnish information

- to the general public.
- Ability to maintain excellent customer service skills.
- Ability to work independently, as well as with a team.
- Ability to exercise mature judgment & initiative in analyzing programs and recommending solutions.
- Be productive, courteous, flexible, resourceful and creative as well as have effective people skills.
- Ability to operate various pieces of office equipment including copier, printer and laminator.
- Must be professional in appearance.

**Equipment, Machinery, Tools and Vehicles Used:**

Office equipment including computer, credit card machine, hand blower, broom, power washer, etc.

**Physical Demands:**

This position is a balance of working an office position, therefore must be able to stand for long periods of time at a teller window work station, processing admission to the facility. The remaining time will be spent monitoring the splash pad so must be able to stand for periods of time and withstand the outdoors for some periods of time, in all- weather elements. Must be able to lift 50 pounds.

**Working Conditions:**

Must be able to work in a fast-paced environment and able to meet various deadlines. Must be able to work with the public, including young children, throughout the duration of your shift.

**Benefits:**

This position is ineligible for all benefits, including participation in the 401a. Assistant Managers who work the actual holiday will be eligible for time and a half pay.

**Reporting Relationships:**

A person in this position will report to the Lily Pad Springs Manager.

*I have reviewed and understand the above job description and believe it to be accurate and complete and that I can successfully fulfill each duty or task. I also agree that Management has the right to change this job description at any time.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date

*This position description is intended to describe the general nature and level of work being performed*

*by a person assigned to this job. It is not to be construed as an exhaustive list of all duties that may be performed by an employee so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. This document is not intended to be a contract between the employee and employer.*