



TEAM MEMBER

Employment Status: Part-Time
FLSA Status: Non-Exempt
Reports To: Full-Time Recreation Supervisor or Designee

Approved: August 1, 2022
Revised: October 5, 2022
Reviewed: August 20, 2023

JOB SUMMARY

Under the general direction of a full-time recreation supervisor or their designee, provides front-line support within a program division or facility area for the Washington Township RecPlex.

All employees hired as a Team Member, Team Leader, or Team Specialists I, II or III will receive a 90 day and one-year probationary evaluation. Once probationary status has been met, any additional positions added in these job classes will become regular status regardless of when the position is added. All job classes will then be evaluated on an annual basis.

REPRESENTATIVE LIST OF RESPONSIBILITIES

This list of responsibilities is representative and is not all-inclusive. Upon request, a reasonable accommodation will be made to enable a qualified individual with a disability to perform these responsibilities.

- Provide excellent customer service.
- Maintain professional, efficient, and effective working relationships.
- Handle confidential information appropriately.
- Understand and follow oral and written instructions.
- Carry out assigned duties in a timely manner with expected competency and accuracy.
- Demonstrate reliability, which includes regular and predictable attendance and punctuality.
- Follow, share, and enforce all Washington Township policies, procedures, and safety measures.
- Attend meetings and trainings, as required.
- Work a flexible schedule, as directed.
- Work indoors or outdoors, as directed.
- Work in assigned divisions or facility areas, as directed.
- Perform other duties, as assigned.

REQUIRED EDUCATION AND EXPERIENCE

- Minimum of 15 years of age. Varies based on division assignment.

PREFERRED EDUCATION AND EXPERIENCE

An individual will be seen to exceed or greatly exceed starting expectations for this position based on a combination of the following knowledge, skills, and abilities before beginning employment:

- Possess a valid CPR/AED/First Aid certification (American Red Cross or equivalent).



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PREFERRED EDUCATION AND EXPERIENCE (CONTINUED)

- Possess a valid concussion training certification.
- Possess a high school diploma or equivalent.
- Possess one (1) year or more of related work experience.
- Possess one (1) year or more of education in an accredited undergraduate college or university that is relevant to the position.
- Possess certifications or documented training relevant to the position.

PREREQUISITE KNOWLEDGE, SKILLS, AND ABILITIES

An individual must possess the following knowledge, skills, and abilities before beginning employment:

- Strong customer service and interpersonal skills.
- Strong oral and written communication skills.
- Listen attentively, organize thoughts, speak, and write clearly and comprehend written documents.
- Strong self-discipline.
- Sound judgment and the ability to make prompt and accurate decisions.
- Ability to comply with all Township and job-specific safety requirements.

DEMONSTRATED KNOWLEDGE, SKILLS, AND ABILITIES

An individual must be able to demonstrate the following knowledge, skills, and abilities after training on the job.

- Display patience, understanding and flexibility in meeting the needs of patrons and co-workers.
- Present a positive and professional image.
- Be knowledgeable of and follow departmental policies and procedures.
- Any other skills, abilities and knowledge required as the job changes.

PHYSICAL REQUIREMENTS

Upon request, a reasonable accommodation will be made to enable a qualified individual with a disability to perform the following, as required:

- Use fingers/hands/arms frequently.
- Lift, carry, and push up to 25 pounds.
- Crawl, kneel, bend, and climb, including stairs and ladders, occasionally.
- Ability to reach over shoulders.
- Must have good eyesight and depth perception.
- Ability to work at a rapid pace.
- Ability to hear.
- Walk and stand on various surfaces, including rough terrain, as required.
- Frequent sitting, as required.



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PHYSICAL REQUIREMENTS (CONTINUED)

- Move about in close quarters and areas.
- Work indoors or outdoors and in inclement weather.
- Any other physical requirements, as the job changes.

SPECIFIC JOB DUTIES & REQUIREMENTS BY DIVISION

Specific job responsibilities and duties vary based on a Team Member's assigned division:

GUEST SERVICES – 5101

Guest Services Team Member is responsible for facilitating guest experiences. Typical job duties include, welcoming and engaging customers, answering questions, responding to incoming calls, processing payments, selling membership, tickets, or registrations, and facilitating rentals and parties. Candidates must be at least 16 years of age and possess a valid CPR/AED/First Aid certification (American Red Cross or equivalent), concussion, and customer service training within 90 days of hire date. Additional trainings may be required, as directed.

AQUATICS – 5201

Aquatics Team Member is responsible for running the waterslides. Typical job duties include welcoming and engaging guests at the top of the slide, enforcing safety procedures, and crowd control. Additional duties include providing general cleaning and upkeep in the pool and slide areas. Candidates must be at least 16 years of age, possess a valid CPR/AED/First Aid for the Professional Rescuer (American Red Cross), and concussion training within 90 days of hire date. Additional trainings may be required, as directed.

SPECIAL EVENTS – 5521

Special Events Team Member is responsible for staffing special events. Typical job duties include, welcoming and engaging customers, enforcing safety procedures, crowd control, process payments and general event logistics support. Candidates must be at least 16 years of age. Candidates must possess a valid CPR/AED/First Aid certification (American Red Cross or equivalent), and concussion training within 90 days of hire date. Additional trainings may be required, as directed.

SPORTS – CLIMBING WALL – 5611

Climbing Wall Team Member is an entry level position that is responsible assisting with climbing wall use and classes. Typical job duties include welcoming and engaging facility users and participants, teaching classes, conducting trainings and orientations, and maintaining and cleaning equipment. Candidates must possess a valid belay certification within 30 days of hire date, a valid CPR/AED/First Aid certification (American Red Cross or equivalent) and concussion training within 90 days of hire date. Must be able to lift, carry and push up to 50 pounds. Additional trainings may be required, as directed.



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SPORTS – 5621

Sports Team Member is responsible assisting with open facility use, sports classes and leagues. Typical job duties include welcoming and engaging facility users and participants, teaching classes, refereeing games, and maintaining and cleaning equipment. Candidates must possess a valid CPR/AED/First Aid certification (American Red Cross or equivalent), and concussion training within 90 days of hire date. Must be able to lift, carry and push up to 50 pounds. Additional trainings may be required, as directed.

FINE & PERFORMING ARTS – 5711, 5721

Fine & Performing Arts Team Member is responsible for facilitating guest experiences. Typical front desk job duties may include, welcoming and engaging customers, answering questions, responding to incoming calls, processing payments, selling membership, tickets, or registrations, and facilitating rentals and parties. Typical backstage duties may include, assisting with building and painting props and scenery for production, load-ins and strike of productions, coordinates production elements backstage while overseeing volunteer crew and cast during rehearsals and performances, as directed. Candidates must be at least 16 years of age or if working backstage with power tools, must be a minimum of 18 years of age. Must possess a valid CPR/AED/First Aid certification (American Red Cross or equivalent), concussion training and customer service training within 90 days of hire date. Additional trainings may be required, as directed.

YOUTH ENRICHMENT – 5821, 5831, 5841

Youth Enrichment Team Member is responsible for assisting with youth programming, including day camps, afterschool care and enrichment programming. Typical job duties include, supervision of children, running programs and activities, and maintaining and cleaning equipment. Candidates must possess a valid CPR/AED/First Aid certification (American Red Cross or equivalent), concussion and medication training within 90 days of hire date. Must possess one year or more of related job experience. Additional trainings may be required, as directed.

ADULT & SENIOR ENRICHMENT – 5901

Adult & Senior Enrichment Team Member is responsible for assisting with adult and senior programming. Typical job duties include, welcoming and engaging customers, answering questions, responding to incoming calls, processing payments, selling memberships, tickets, or registrations, and facilitating rentals and parties. Candidates must be at least 16 years of age and possess a valid CPR/AED/First Aid certification (American Red Cross or equivalent), customer service training, and concussion training within 90 days of hire date. Additional trainings may be required, as directed.