

Mountain Shadows Resident Association

MSRA Vision: To make Mountain Shadows the finest neighborhood in the Chattanooga Area.

For our residents, we want Mountain Shadows to be a great, safe place to play, workout, enjoy the outdoors and make new friends. In order to support the ongoing goal of Mountain Shadows as a great place to live, we are seeking to hire several part-time positions described as follows:

Pool Manager

Pool Manager Job Duties

- Pool Manager reports to the Mountain Shadows Community Manager.
- Pool Manager must be willing to ask residents to leave the pool if they become unruly, intoxicated, or their children are continually breaking the pool rules.
- Pool Manager is the role model for the lifeguards and staff. We expect this person to set the example, standard of care, and duty to carry out this position.
- When a situation (new or reoccurring) occurs during a lifeguard shift, the pool manager will handle promptly and instruct lifeguards how to handle the situation moving forward.
- Pool Manager job is seasonal and must be applied for each year.
- Pool Manager job is for May, June, July, August, and September paid each month a flat rate of \$2,400.
- We are an equal opportunity employer an at will position.

Detail of Duties:

- Hire staff (lifeguards)
- Schedule staff (lifeguards) and keep track of their hours
- Submit payroll to our accountant
- Administer disciplinary process for staff, according to lifeguard/staff Procedure's manual.
- Create the pool opening document for check-in and keep ample copy's available
- Liaison between volunteers and staff for socials
- Stock concessions- purchase at Sam's Club
- Submit reimbursement for purchases to Accountant
- Create pool tracking form for check in from the HOA document. This form will need to be updated as residents pay their dues or new residents moves in.
- Process W-4 and i-9 for new employee and give to our accountant
- Monitor Chemical google docs sheet and make sure chemicals are correct hourly
- Oversee staff to clean clubhouse regularly as noted in the Pool Procedures manual
- Be on call for staff to call during pool season. Including 6 am lap swims and when they're closing at 11pm on weekends and 10 weeknights.

- Coordinate with swim team scheduling lifeguards with the swim team for the swim team practices on the am before the pool opens and life guards for the swim meets. Also, coordinate additional staffing if meet needs.
- Update pool computer when we have closings and communicate closing via social media
- Biweekly staff meetings
- Get pool membership and concession payments entered and checks to Community Manager
- Maintain the main Mountain Shadows pool Facebook page
- Work with Health Department on following cleaning guidelines and getting an A 100% on inspections
- Petty cash, keep up in monthly submission to our Accountant
- Plan for Large Neighborhood events and have staff available for activity – may include large scale lunch/dinner/various food/treat options. This may involve working with caterers or residents for cookouts, etc. Holidays requiring manager support include: Memorial Day, July 4, Labor Day, others as agreed to in advance.
- Must get trained by ASP in pool pumps, filters and chemicals; and be able to train and guide staff in this. Work with ASP weekly to ensure chemical levels appropriate.

Primary Traits for Success

- Customer Service Minded – We want this to be a great place to be and staff are a key resident liaison
- Organized – Computer literate, good at multi-tasking
- Attention to detail and quality

Lifeguards and Community Staff

General Duties of Community Staff - Must be 16 or over.

- Lifeguard services and Resident Safety - Life Saving Certificate, First Aid and CPR training required. Water Safety Instructor (WSI) a plus.
- Enforcement of and following pool rules.
- Greet/Check in Residents/Members at pool arrival
- Operating the snack bar, handling the sales, restocking, and keeping the money safe
- Maintain pool records of guest volume, petty cash, etc.
- Clean clubhouse which would include: kitchen, bathrooms, floors, windows, etc.
- Organize and maintain clubhouse and pool supplies on an ongoing basis
- Community Event Support - Assist during certain community events (For example: lunches, dinners, other socials– set up for event, tear down / clean up, etc, serve food, decorate)
- Grounds Maintenance - Maintain pool deck: Trash pickup, Empty Trash, Chair placement/straightening/stacking/cleaning, Blowing/sweeping debris from pool deck

(between grounds landscape service), water plants, may include periodic paint touch up and any other duty to maintain a nice environment for residents

- Tennis Courts/Basketball Court/Sidewalk: Empty trash, pick up trash, blow tennis courts as needed (leaves, etc.) between landscape service
- Playground maintenance: Trash pick-up and empty trash bins
- Other duties to support Mountain Shadows operations as needed
- Heavy focus on Customer Service

Primary Traits for Success

- Customer Service Minded – We want this to be a great place to be and staff are a key resident liaison
- Responsible, Organized
- Attention to detail and quality, Computer literacy a plus

Assistant Community Staff

We may hire some assistant staff. Responsibilities same as Community Staff above these staff are not required to be lifeguard certified. Applicants must be at least 15.