



**Department:** St. Mary's County Recreation and Parks  
**Division:** Aquatics & Wellness  
**Position:** Front Desk Supervisor (Program Supervisor I)  
**Position #:** 56305  
**Rate:** \$16.63 per hour  
**Job Location:** Wellness & Aquatics Center, Leonardtown, MD  
Great Mills Swimming Pool, Great Mills, MD  
**Hours:** Part time, varies Monday-Sunday

**Supervision:**

*Supervisor:* Program Coordinator / Pool Manager / Facility Supervisor

**General statement of duties:**

This position will primarily serve as a front line/desk office aide to the coordinator and on-duty facility manager.

**Essential Responsibilities:**

- To help maintain the safety of patrons while they are using the pool and fitness facilities; checking in members and handling payment for daily fees.
- To deliver and maintain professional customer service skills at all times.
- Assists with the day-to-day front desk operation processes.
- To keep lifeguard staff to task with their duties when called to, due to absence of coordinator and manager.
- Help staff maintain cleanliness of the pool, fitness rooms, pool bath house and common use areas while on shift.
- Prepares daily reports to reconcile payments for the day.
- Upholds policies, procedures, standards, and code of conduct.
- Participates in staff meetings, trainings, and special events as scheduled.

**Job Specifications:**

*Minimum Qualifications:*

Must be 18 years of age and must be in good health.

***Required Skills/Abilities***

- Must be proficient in computer operations and programs i.e. Word, Excel and must be a quick learner for new applications.
- Should have some skills in troubleshooting computer glitches and customer issues / complaints.
- Must have excellent customer service skills.
- Must remain in good physical health
- Ability to be flexible in schedule and personal objectives
- The ability to relate to fellow employees and patrons in a positive way.

***Additional Requirements***

An acceptable general background investigation to include a Federal, local and state criminal history, and a sex offender registry check. Individuals in this position cannot be listed as having a founded child abuse or neglect complaint and must pass a CPS check.

***Physical Requirements***

While performing the duties of the Office Aide the employee is required to remain in good physical condition in order to sufficiently perform the duties of the position. Some physical manual labor will be involved, i.e. cleaning, light to moderate lifting.

***Benefits to working for Recreation and Parks:***

- Health and sick leave benefits may be provided for employees working required total hours.
- The opportunity to enhance the recreation needs and enjoyment of the community while maintaining safety measures for all involved.
- Provides an opportunity to be part of a team for the greater good of others, by helping promote community fitness through aquatics.

**To Apply:** Email resume and cover letter to Julia Moore at [julia.moore@stmaryscountymd.gov](mailto:julia.moore@stmaryscountymd.gov) OR turn in to St. Mary's County Recreation & Parks Main Office at 23150 Leonard Hall Drive, Leonardtown, MD 20650.

**Contact:** Julia Moore, Program Coordinator at 301-475-4200 ext. 1803 or [julia.moore@stmaryscountymd.gov](mailto:julia.moore@stmaryscountymd.gov)