



City of Ames

Admissions/Concessions Head Shift Leader - Furman Aquatic Center

SALARY	\$18.45 - \$19.57 Hourly	LOCATION	50010, IA
JOB TYPE	Temporary	JOB NUMBER	24-HACSL-01
DEPARTMENT	Parks and Recreation - Temporary & Part-time positions	OPENING DATE	11/27/2024
CLOSING DATE	Continuous	FLSA	Non-Exempt
BARGAINING UNIT	MERIT	RESIDENCY REQUIREMENT?	No

Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 66,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

General Information

The City of Ames Parks and Recreation Department is currently accepting applications for a Furman Aquatic Center Admissions/Concessions Head Shift Leader for the 2025 Summer Season!

Candidates interested in this opportunity can expect to work May through September, with training beginning in April. Hours are approximately 20-30 hours per week, 4:00PM - close, on a rotating schedule to include weekends. This position will also assist with staff in-service training events and participate during weekly shift leader meetings (tentatively Fridays, 9am-11am).

The Head Shift Leader is directly responsible for Shift Leaders and Cashiers; directly supervised by and accountable to the Recreation Manager, and adjunctly accountable to the Parks & Recreation Superintendent and the Director of Parks & Recreation.

Examples of Essential Job Functions

- Perform opening and closing procedures (unlocking/locking, POS startup, admission carts in place, lights).
- Enforce rules and policies ensuring a safe facility.
- Maintain clean facility.
- Understand and use Point of Sale/Pass Management program.
- Complete nightly cash deposits.

- Delegate closing duties to Cashiers.
- Recognize and respond quickly and effectively to all emergencies.
- Ensure proper staffing levels for events by calling additional staff in or sending staff home.
- Complete required paperwork for record keeping (i.e., incident reports, cleaning checklist, spoilage report).
- Assist with food prep and food sales in concession stand.
- Assist in maintenance tasks (if needed).
- Supervise patrons.
- Ensure facility entrance is clean and maintained (i.e., trash removal, spill cleanup).
- Maintain an exceptional level of safety and sanitation of the pool facility.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; committing to diversity, equity, and inclusion; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respecting one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

Other Job Functions:

- Serve as the primary contact/person in charge during evening and weekend hours.
- Assist Recreation Manager with Shift Leader Orientation and Cashier Orientation.
- Mentor, coach, and develop all staff members.
- Inventory management (ordering, entering product, re-stocking, etc.).
- Prepare work schedules and payroll while adhering to Iowa Child Labor Laws (e.g. scheduling, no box cutters, etc.).
- Oversee Shift Leader staffing plan (e.g., weekly meetings and assignments).
- Other duties assigned by Recreation Manager.

Qualifications

Age Requirement:

- Must be at least 18 years of age.

Education and Experience:

- High School Diploma, G.E.D. or HiSet.
- Leadership experience in concession stand or inventory management is preferred.

Licenses and Certificates:

- Valid driver's license required.
- Current AED/CPR certification or ability to obtain within one month of employment.

Candidates not possessing these certifications may still apply. Certification will be provided by the City, free of charge.

Please attach your current AED/CPR certificate, if certified!

Knowledge, Skills and Abilities:

- Ability to work a flexible schedule.
- Ability to maintain an exceptional level of safety.
- Ability to demonstrate effective decision-making skills and verbal communication skills, initiative, dependability, organization, enthusiasm, leadership, and a desire to serve the public.
- Ability to communicate positively with public users.
- Ability to maintain a professional demeanor (calm and courteous) at all times while on site.
- Ability to maintain a professional appearance (staff coat, khaki pants, and closed-toe shoes) at all times while on site.
- Ability to understand, appreciate and embody the City of Ames Core Values.

Supplemental Information

Selection Process:

The selection process consists of an evaluation of education and experience, interview, and completion of a motor vehicle record check and criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

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Agency

City of Ames

Address

515 Clark Ave

Ames, Iowa, 50010

Phone

Website

Admissions/Concessions Head Shift Leader - Furman Aquatic Center Supplemental Questionnaire

*QUESTION 1

Are you at least 18 years of age?

- Yes
 No

*QUESTION 2

Do you have a valid driver's license?

- Yes
 No

*QUESTION 3

The scheduled hours for this position will be from 3:30 pm until approximately 8:30 pm (including weekends). Are you available to work these hours?

- Yes
 No

*QUESTION 4

What experience do you have supervising others?

*QUESTION 5

What does customer service mean to you?

*QUESTION 6

Are you available to work the full season, April 1st through Labor Day?

- Yes
 No

QUESTION 7

If you cannot work the full season, what date can you start and what date is the last day you can work?

* Required Question