



City of Ames Admissions/Concessions Head Shift Leader - Furman Aquatic Center

SALARY	\$19.00 - \$20.16 Hourly	LOCATION	50010, IA
JOB TYPE	Temporary	JOB NUMBER	25-HACSL-01
DEPARTMENT	Parks and Recreation - Temporary & Part-time positions	OPENING DATE	01/05/2026
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

<https://www.youtube.com/embed/97rsAGfo1eQ?&wmode=opaque&rel=0>

The City of Ames Parks and Recreation Department has an exciting opportunity for a Furman Aquatic Center Admissions/Concessions Head Shift Leader for the 2026 Summer Season!

Candidates interested in this opportunity can expect to work April 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 Fridays, 9am-11am.

This posting is open until filled.

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.

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.

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; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respect and dignity for 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.

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.

Physical & Environmental Characteristics:

Required Physical Activities: Climbing, balancing, stooping, kneeling, crouching, reaching, walking, pushing, pulling, lifting, finger dexterity, grasping, talking, and hearing. Must be able to walk quickly or jog in case of emergency.

General Physical Characteristics: The work involves intermittent periods of standing and sitting with sitting 25% of the time (includes using a computer); standing (but not walking) 25% of the time; standing and walking 50% of the time; frequently lifting objects under 10 pounds; occasionally lifting objects from 10 to 25 pounds; infrequently lifting objects from 25 to 50 pounds; and infrequently lifting objects over 50 pounds.

Vision Requirements: The minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small defects or parts, operation of machines (including inspection), and measurement devices.

Environmental Conditions: Frequently exposed to various weather conditions for outdoor activities, including cold, heat, rain and wind. Need to remain alert and attentive for extended periods of time. May be exposed to outdoor allergens, insects, slippery surfaces, and potential hazards. When working indoor and outdoor activities, sound may be moderately noisy. In cases of outdoor weather, may make decisions relating to safety for participants and other recreation staff.

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>.

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.

Employer

City of Ames

Address

515 Clark Ave

Ames, Iowa, 50010

Phone

515-239-5199

Website

<http://www.cityofames.org/jobs>

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**

What experience do you have supervising others?

***QUESTION 4**

Approximate shift time is 3:30-8:30pm (including weekends), are you available for that specific shift?

- ☐ Yes
☐ No

***QUESTION 5**

Are you available to work the full season, Memorial Day through Labor Day?

- ☐ Yes
☐ No

QUESTION 6

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

***QUESTION 7**

What does customer service mean to you?

* Required Question