



Role: Front Desk Attendant

Approval Date: April 15, 2023

The Front Desk Attendant reports to the Operations Manager and supports the Director of Pickleball Operations.

Position Summary:

The Front Desk Attendant is a highly customer-oriented position and a great fit for an outgoing, engaging person who enjoys interacting with others, answering questions, and providing assistance to players, guests, and partners. The ideal candidate is an energetic, efficient, and self-motivated individual who likes to work in a fun environment and provides great customer service.

Typical Duties:

- Front desk liaison greeting players as they arrive at the facility.
- Engage members throughout the facility as you help to keep the flow of play going smoothly.
- Help execute tournaments, league play or other fun events.
- Ability to master court reserve system and help ensure registrations, check in/check out, payment processing for members & nonmembers is seamless and efficient.
- Promote Dill Dinkers programs, offerings and events of interest to members/nonmembers.
- First greeter of members/guests, answering phones and provide facility tours as necessary.
- Assist with Pro Shop sales & fulfillment.
- Vacuum and clean courts, bathrooms and overall facility cleanliness.
- Evening and weekend shifts are available and required. A limited number of morning shifts are also available.
- In addition, candidates must have:
- Current or ability to obtain CPR and First Aid certifications
- The ability to pass a background check

Minimum Qualifications:

- Demonstrated excellent customer service skills.
- Flexibility to respond to changing work priorities and handle numerous projects at a time.
- Proficient using Microsoft Suite (Excel, Outlook, etc.).

- Organized and detail oriented.
- Exceptional communication skills, both oral and written.

Educational Requirements:

High school diploma or GED equivalent. Pickleball experience both playing & understanding of the rules.

Physical Requirements:

- Viewing computer screen/monitor
- Utilizing keyboard
- Answering/making phone calls
- Walking, standing, kneeling, bending, etc. as required.

Work Environment:

Work is normally performed in the facility.

Disclaimer: The above information on this description has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive list of duties, responsibilities, and qualifications required of employees to this job. Employees are expected to follow their supervisor's instructions and to perform the tasks requested by their supervisor.



Employment Application

Applicant Information

Full Name: Last First M.I. Date:

Address: Street Address Apartment/Unit #

City State ZIP Code

Phone: Email

Date Available: Social Security No.:

Position Applied for:

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when?

Have you ever been convicted of a felony? YES NO

If yes, explain:

Education

High School: Address:

From: To: Did you graduate? YES NO Diploma:

College: Address:

From: To: Did you graduate? YES NO Degree:

Other: Address:

From: To: Did you graduate? YES NO Degree:

References

Please list three professional references.

Full Name: Relationship:

Company: Phone:

Address:

Full Name: _____ Relationship: _____
Company: _____ Phone: _____
Address: _____

Full Name: _____ Relationship: _____
Company: _____ Phone: _____
Address: _____

Previous Employment

Company: _____ Phone: _____
Address: _____ Supervisor: _____
Job Title: _____
Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____
May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____
Address: _____ Supervisor: _____
Job Title: _____
Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____
May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____
Address: _____ Supervisor: _____
Job Title: _____
Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____
May we contact your previous supervisor for a reference? YES NO

Availability – Part Time Positions Only

Please check the boxes below to indicate the days and times you are available to work.

	Morning 7:30am – 11:00am	Day 11:00am – 3:00pm	Late Afternoon 3:00pm – 6:00pm	Evening 6:00pm – 10:00pm
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature: _____ Date: _____