

Job Profile Title:	Attd Pool I
Job Code:	14609
Profile Title:	14609 Attd Pool I
Grade / Band:	01
FLSA Status:	Non-Exempt

Primary Purpose:

As a Pool Guest Attendant, you will set the stage for guest experience with your welcoming smile and service. By understanding their unique stories and needs, you will own their experience to create WOW moments and memories they will carry with them far beyond their stay with us.

Principal Duties & Responsibilities

Welcome guests to the pool and the MGM Resorts family by providing memorable service, anticipating guest needs, assisting with seating, cabanas or general pool information
Respond to and resolve guest complaints, exceed guest expectations and provide other supporting services
Complete opening/closing duties while maintaining the appearance of the pool deck throughout the shift, assist with desk and towel duties, assist with setting up cabanas, maintain the appearance of the pool deck throughout the shift including straightening chairs, collecting soiled towels and trash, moving chairs, and all other duties
Provide CPR or first aid if needed and follow emergency protocols
Participate in pool safety programs, training, and ensure overall guest safety
Perform other duties as assigned

Required for All Jobs

Performs other job-related duties as requested.
Proof of eligibility to work in the United States

Additional Requirements

Details	Required/ Preferred
Experience as a Pool Guest Attendant or Lifeguard	Preferred
Experience in a similar resort setting	Preferred

Knowledge, Skills and Abilities

KSAs
Able to effectively communicate in English, in both written and verbal forms
Ability to multi-task and work well in a fast paced, team-oriented environment
Excellent organizational skills to function effectively under time constraints and within established deadlines, with particular attention to detail
Effective listening abilities with strong judgment skills

Knowledge, Skills and Abilities

KSAs

Excellent customer service skills and interpersonal skills to effectively communicate with all business contacts

Maintain a professional, neat and well-groomed appearance adhering to company standards

Physical Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Requirement	N/A	Rarely	Occasionally	Frequently	Constantly	Weight/ w.p.m.
Balancing				X		
Bending				X		
Carrying __pounds				X		40 pounds
Clear speech - simple						
Clear speech - complex				X		
Climbing				X		
Crawling						
Crouching						
Distant vision						
Driving - auto/van						
Driving - limousine						
Flexibility - upper body				X		
Flexibility - lower body				X		
Hearing/Listening				X		
Kneeling				X		
Lifting __pounds				X		40 pounds
Near vision						
Normal vision				X		
Pushing/Pulling				X		
Reaching						
Sitting				X		
Standing - 5 hours minimum				X		
Stooping				X		
Typing __w.p.m.				X		XX
Walking				X		

Work Environment

While performing the duties of this job, the associate is required to work within the selected work environments.

Work Environment	N/A	Rarely	Occasionally	Frequently	Constantly
Communication - verbal				X	
Communication - written					
Confined area					
Contacts - works alone				X	
Contacts - works around others				X	
Contacts - works with others				X	
Exposure to dust / dirt				X	
Exposure to fumes / odors				X	
Extreme cold				X	
Extreme heat				X	
Fast pace				X	
Hazardous conditions - Chemicals				X	
Hazardous conditions - high structures					
Hazardous conditions - high voltage					
Indoors				X	
Noise levels - low to moderate					
Noise levels - low to high				X	
Office conditions				X	
Outdoors				X	
Restricted area					
Shifts				X	
Smoke				X	
__% Travel					
Vibration					
Wet/Humid				X	

Mental Requirements

While performing the duties of this job, the associate is required to work within the selected mental requirements.

Mental Requirement	N/A	Rarely	Occasionally	Frequently	Constantly
Analytical				X	
Clerical				X	
Comprehension				X	
Crisis incidents				X	
Customer service				X	
Decision making				X	
Fatigue				X	

Mental Requirements

While performing the duties of this job, the associate is required to work within the selected mental requirements.

Mental Requirement	N/A	Rarely	Occasionally	Frequently	Constantly
High pressure				X	
Judgment				X	
Long hours					
Math skills - advance				X	
Math skills - basic					
Memorization				X	
Organization				X	
Perception				X	
Reading - simple					
Reading - complex				X	
Repetition				X	
Safety hazards				X	
Tight deadlines				X	
Working conditions				X	
Writing - simple					
Writing - complex				X	