

# Job Description: Locker Room Attendant

**Job Title:** Locker Room Attendant

**Location:** Locker Room

**Reports to:** Locker Room Manager

**Position Type:** Part-time/Seasonal

**About Us:** Great Oaks Country Club was founded in 1971 and nestled in the rolling hills of Oakland County is in the heart of Rochester, Michigan and one of metro Detroit's best kept secrets. Once a Black Angus farm, Great Oaks was purchased from Howard McGregor, a prominent businessman of the Rochester Area, by the Slavik family in 1968 for development. Great Oaks championship golf course was the vision of renowned course architect William Newcomb.

**Job Summary:** As a Locker Room Attendant, you will be responsible for maintaining cleanliness, order, and overall customer satisfaction within locker room facilities. Your role is crucial in ensuring a pleasant and hygienic environment for patrons utilizing locker room services, such as gym members, spa visitors, or sports facility attendees.

## Key Responsibilities:

1. **Maintain Cleanliness:** Regularly clean and sanitize locker room facilities, including showers, toilets, sinks, benches, lockers, and other amenities.
2. **Restock Supplies:** Monitor and replenish supplies such as towels, toiletries, soap, and other amenities as needed to ensure availability for patrons.
3. **Assist Patrons:** Provide assistance and guidance to patrons regarding locker usage, amenities location, and general inquiries to enhance their experience.
4. **Monitor Equipment:** Ensure proper functioning of locker room equipment such as locks, showers, steam rooms, and saunas. Report any malfunction or maintenance issues promptly.
5. **Enforce Policies:** Enforce locker room policies and regulations, including dress code, usage guidelines, and facility rules to maintain a safe and respectful environment.
6. **Handle Lost and Found Items:** Collect, catalog, and store lost and found items. Assist patrons in retrieving lost belongings according to established procedures.
7. **Maintain Security:** Monitor locker room areas to prevent theft, vandalism, or unauthorized access. Report any suspicious activities or security concerns to management.

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8. **Customer Service:** Provide friendly and professional customer service to all patrons. Address complaints, concerns, or requests promptly and effectively.
9. **Team Collaboration:** Coordinate with other staff members, such as janitorial staff, maintenance technicians, and front desk personnel, to ensure seamless operations and customer satisfaction.
10. **Compliance:** Adhere to health and safety regulations, including proper handling and disposal of cleaning chemicals, adherence to hygiene protocols, and compliance with privacy laws regarding patron belongings.

## Qualifications:

- High school diploma or equivalent.
- Prior experience in a customer service or hospitality role preferred.
- Strong communication and interpersonal skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Attention to detail and ability to maintain cleanliness and organization.
- Physical stamina to stand for extended periods, lift heavy objects, and perform repetitive tasks.
- Knowledge of basic cleaning techniques and familiarity with cleaning equipment and supplies.
- Understanding of locker room etiquette and respect for patron privacy.
- Flexibility to work evenings, weekends, and holidays as needed.

The role of a Locker Room Attendant requires diligence, attention to detail, and excellent customer service skills to ensure a positive experience for patrons utilizing locker room facilities.

## Education and Experience:

- Previous experience preferred.
- On-the-job training offered.

## Physical Requirements:

- Prolonged periods sitting and standing
- Must be able to lift up to 50 pounds at a time. Employees should seek assistance when handling anything heavier.
- Must be able to work in a variety of weather conditions.