Job Profile #:	14609	**Grade:**	1
Job Profile Title:	Attd Pool I	**FLSA Status:**	Non-Exempt
Position Title:	POOL GUEST ATTENDANT	**Uniform Requirement (Yes/No):**	

Become one of the stars behind The SHOW and become part of the world's most powerful entertainment brands. Our Company has one exciting mission: ***To entertain the human race***.

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 AND 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

SUPERVISION:
None

MINIMUM REQUIREMENTS:
- No minimum requirements

PREFERRED:
- Experience as a Pool Guest Attendant or Lifeguard
- Experience in a similar resort setting

CERTIFICATIONS, LICENSES, REGISTRATIONS:
- Gaming license where applicable
- CPR/AED where applicable
- TAM card where applicable
- Health card where applicable
- Driver's License where applicable

KNOWLEDGE, SKILLS, AND ABILITIES:
- 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

- 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

WORKING CONDITIONS:

*This is not intended to include every duty or responsibility of the job nor is it intended to be an all-inclusive list of the skills and abilities required to do this job.

This position may require strenuous physical activities and exposure to pipe, cigar and/or cigarette smoking. An ability to work a flexible schedule, including extended hours, weekends and holidays may also be required.

If you are an individual with a disability and need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please click the following link: http://www.mgmresortscareers.com/careers/contact-us,aspx

We are an Equal Opportunity Employer. We are also committed to protecting the privacy of visitors to our employment application site, including the protection of any personal information provided to us. For more information about MGM Resorts International, including our privacy policy and commitment to diversity and inclusion, please visit http://www.mgmresortscareers.com/.

Physical/Sensory Requirements & Work Environment Form

This is a required checklist for attachment to Position Descriptions. It clarifies the smallest components of the mental and physical requirements of the job. Check all areas that are essential in performing the job, according to the essential functions section in the position description guidelines. Signatures are to be obtained at the time of interview for the position.

Title:	Pool Guest Attendant	Department:	Pool Ops
Division:	Hotel	Location:	

Physical Requirements		Work Environment		Equipment		Mental Requirements	
☒	Normal vision	☒	Contacts	☐	Mechanical	☒	Comprehension
☐	Near vision	☒	*works alone*	☐	Electrical	☒	Memorization
☐	Distant vision	☒	*works with others*	☐	Diesel	☒	Decision making
☒	Hearing/Listening	☒	*works around others*	☐	Maintenance tools	☒	Perception
☒	Pushing/Pulling	☒	Communication	☐	Appliances	☒	Clerical
☒	Walking	☒	*face to face*	☒	Control panel	☒	Math skills
☒	Kneeling	☒	*verbal*	☐	Switchboard	☐	*basic*
☒	Stooping	☐	Restricted area	☒	Monitors	☒	*advance*
☒	Bending	☐	Confined area	☒	Computer	☒	Organization
☒	Climbing stairs	☒	Extreme heat	☒	Keyboard	☒	Reading
☒	Sitting	☒	Extreme cold	☒	Telephone	☐	*simple*
☒	Standing	☒	Wet/Humid	☒	Fire alarm	☒	*complex*
☒	Flexibility	☒	Noise levels	☐	Fork lift	☒	Writing
☒	*upper body*	☐	*low to moderate*	☐	Ladder	☐	*simple*
☒	*lower body*	☒	*high*	☐	Scrubber	☒	*complex*
☒	Typing	☐	___% Travel	☐	Sweeper	☒	Judgment
XX	*w.p.m.*	☒	Smoke	☒	Calculator	☒	Analytical

Standardized Job Description

☒	Lifting	☒	Fast pace	☒	Fax machine	**Stress Factors**
	40 pounds	☒	Indoors	☒	Copier	☒ Working conditions
☒	Balancing	☒	Outdoors	☐	Gaming/Materials	☒ Customer service
☒	Carrying	☒	Shifts	☐	Sewing Machine	☒ High pressure
	40 pounds	☒	Office conditions	☐	Traffic / Safety	☒ Crisis incidents
☐	Driving	☒	Exposure to fumes			☒ Safety hazards
	☐_auto/van_	☒	Exposure to dirt			☒ Tight deadlines
	☐_limousine_	☒	Hazardous conditions			☒ Repetition
☒	Clear speech		☒_chemicals_			☐ Long hours
	☐_simple_		☐_high structures_			☒ Fatigue
	☒_complex_		☐_high voltage_			☐ Boredom