

**MARINE OPERATIONS**

	<b>Job Description</b>		<b>Effective:</b>
<b>POSITION TITLE</b>	Pool Attendant	<b>POSITION GRADE</b>	
<b>MANAGER'S TITLE</b>	Cruise Director/Assistant Cruise Director	<b>DEPARTMENT/DIV</b>	Cruise Staff

**POSITION SUMMARY**

The pool attendant is responsible to oversee the pool area, make safety announcements and maintain an inventory of all poolside equipment to be available for guest use at all times.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

**NCL'S PHILOSOPHY OF S.T.Y.L.E. – Service Teamwork and Yes Lead to Excellence**

In accordance with Norwegian Cruise Line philosophy, all team members work together sharing in a common goal of a successful, profitable and innovative company. Team members are to demonstrate integrity, fairness and honesty. These are our core values that we will live by in our daily interaction with all of our external and internal customers. All team members are to demonstrate and role model all the principles of S.T.Y.L.E.

**PRINCIPLES OF STYLE**

*Service, Value, Innovation, Shareholder Value, Health/Safety/Environment, Community Involvement*

**MOTTO**

*We are selling vacations and delivering dreams*

**ESSENTIAL FUNCTIONS**

- Oversee pool area (adult/children) and make safety announcements.
- Assist cruise director staff with set up and breakdown for poolside activities as needed
- Must be able to submit and report incidents to the appropriate onboard managers
- Must be service oriented
- Work schedule is approximately [6-8] hours per day
- Checks sports equipment (ping pong, golf, and shuffleboard) to make sure they are in order for guest to use.
- Report broken sports equipment to cruise director so that replacement equipment can be ordered.
- Each Pool Attendant must have the ability to work as a team member in cooperation with other Cruise Staff members, as well as with other shipboard departments.
- Must be accessible to and approachable with guests. Must be capable of being a patient listener while making the guests feel at home.
- Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.

Printed copies are uncontrolled documents.

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### OTHER POSSIBLE RESPONSIBILITIES:

- Assist cruise staff as needed.
- Assist the Kids Crew – Youth program as needed.

### DIMENSIONS

Must be able to efficiently monitor a pool area that may consist of up to X guests, and maintain proper inventory of sports equipment that may include up to X individual items.

### NATURE AND SCOPE

Under the direction of the Cruise Director and the Assistant Cruise Director, the Pool Attendant is responsible for the safety and welfare of all guests in the pool area.

### QUALIFICATIONS, EDUCATION AND ATTRIBUTES

#### QUALIFICATIONS

1 to 2 years of experience in a similar position in a 4 to 5 star hotel, resort or cruise ship environment with international clientele preferred.

Ability to read, write and effectively communicate in one language in addition to English preferred.

#### EDUCATION

High School diploma or equivalent.

#### ATTRIBUTES

- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates
- Extrovert, quick and critical thinker, witty, personable, and articulate. Must be service-oriented and have the ability to take direction.

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**PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk or hear and taste or smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.