



Team Member
Grade: 1
Adopted: March 2026

Position Description: This seasonal position is responsible for serving the Wetlands patrons in a variety of roles. These roles are assigned on a daily, weekly, or seasonal basis and may include greeting patrons, cashier, maintenance, café, and customer services roles.

Immediate supervision is provided by the Wetlands Seasonal Manager and Wetlands Water Park Director.

Duties:

- Ability to establish effective working relationships with fellow employees.
- Ability to competently follow instructions delivered either verbally or in writing.
- Work a flexible schedule including weekends.
- Ability to greet patrons in a professional, pleasant manner.
- Posses the ability to manage cash, operate a credit card machine and perform reconciliation of funds accepted. Ability to count money and give change.
- Ability to work in a concession stand to include serving guests, preparing food and cleaning.
- Assist patrons with tube rentals.
- Ability to operate a cash register and other office equipment if needed.
- Communicate effectively with fellow coworkers, supervisors, and patrons.
- Operate public address system when directed.
- Promote goodwill, excellent customer service with patrons resolving issues that may arise that are within the scope of the role.
- Facilitate the purchase of Wetlands merchandise and answer patron questions regarding merchandise.
- Completion of paperwork to document all incidents that may arise.
- Assist with issuing season passes.

- Minor cleaning and maintenance to include landscaping and cleaning.
- Assist with inventory control in the Café to include assisting with stocking and ordering all food items.
- Ability to follow State of Tennessee regulations regarding sanitation and serving food.
- Assist with birthday party packages and other special events.
- Practice safety first while inside Wetlands and at assigned post. Enforce all park policies and rules.
- Assist with completing accurate records of patron attendance to include season pass and daily pass usage.
- Perform all duties asked by Seasonal Manager and Water Park Director.
- General knowledge of Wetlands pool, slides, and features.
- Knowledge of principals and practices of facility rules, policies, and procedures.
- Collaborate with entire Wetlands staff to ensure the park is clean, maintained, safe and always kept in good repair.
- Demonstrate and lead by example of good practices around a pool, around slides and within the park.
- Ability to take direction and perform duties independently.
- Represent Wetlands Water Park in a positive, professional manner with a pleasant personality and a neat appearance.
- Ability to attend all in-service training and be aware of all facility programs, scheduling, and activities.
- Aid parents or family members in locating a child or relative when needed.
- Other duties as assigned by Seasonal Manager, Wetlands Director or Parks & Rec Director.

Qualifications

- High school or college student; graduate of preferred. Minimal grade completion is 9th grade.
- Must be 15 years old or older.



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Experience

- Previous experience preferred in customer service to include restaurant, office, or retail environments.
- Experience operating basic restaurant equipment preferred.