



## **Marley Park Community Association, Inc. (“MPCA”)**

### **Seasonal Representative**

#### **Overview of Services**

The MPCA Seasonal Representative (“Seasonal Representative”) will actively support Marley Park’s community values, vision, and philosophies, while demonstrating a style of support and organization that allows residents’ needs to be met with a high level of satisfaction. Seasonal Representative will provide a warm and professional engaging approach while utilizing their experience, skills, and exceptional communication abilities to all Marley Park stakeholders.

The Seasonal Representative will oversee all of the activities of the Heritage Campus (to include the Heritage Pool House and Heritage Club) during the specified times, inclusive of the adjacent grounds. The Seasonal Representative will also serve as an extension of the MPCA Team and provide support and assistance at various times as needed.

Seasonal Representative will work on an as-needed basis from March through September, without any minimum guaranteed hours per week. Seasonal Representative should expect a dynamic schedule that could encompass daytime, evenings, weekends and holidays. Seasonal Representative will be notified with as much notice as possible, but may be required to respond to last minute (including early morning and/or late evening) requests for facility coverage in unforeseen circumstances (i.e. another Representative who called in sick, emergency situations). Seasonal Representative should expect to work outdoors in a community pool environment during the summer months.

The Seasonal Representative is an independent contractor position without benefits. Seasonal Representative is responsible for the payment of taxes and contributions for unemployment insurance, old age pensions or annuities or social security payments which are measured by the wages, salaries or other remuneration paid to the Seasonal Representative. The hourly rate for a Seasonal Representative is \$10 per hour.

#### **Scope of Work**

Representative will provide the following services for the MPCA, including but not limited to:

Ability to work a flexible, short term schedule on a strict as needed basis and be able to work various hours as needed throughout the week, including evenings and weekends, and as appropriate.

Handle customer service needs with a friendly and caring demeanor, following MPCA and facility guidelines; be comfortable approaching residents who may not be following policies and able to handle escalated situations; must be able to communicate calmly and effectively, including handling confidential, difficult and/or challenging topics/situations with ease

Check provided company email through Outlook at the beginning and before leaving each work period and respond to all requests in a timely fashion, review information and updates shared amongst the team electronically, and review and maintain updated Outlook calendar. Representative must provide and maintain a reliable method of communication (email, cell phone, home phone, etc.) to be reached when not on shift in case updates to schedule or important information can be shared in a timely fashion.

Ensure that all residents and guests are adhering to the established MPCA "Resident Access Card Agreement," including awareness of opening and closing times of the Heritage Campus facilities and make sure residents are adhering to them.

Consistently and accurately check in with all residents using facilities to ensure key fobs working and valid, while ensuring policies and procedures are maintained; report specific cases of misuse to the MPCA in a timely fashion and communicate necessary information to residents accordingly. Operate the resident-verification and facility access (key card) systems and handle customer service needs with a friendly and caring – yet assertive – demeanor, following facility guidelines.

Patrol of the Heritage Campus facilities and all grounds of the facilities, including pools and adjacent grounds regularly throughout the day with a specific focus on the pools during summer (high traffic) season.

Visually inspect the pools to ensure proper clarity and cleanliness. Notify Facility Superintendent of any items that would require immediate attention.

Provide immediate clean-up of community amenities to ensure the safety of guests, compliance with health code requirements, etc. (i.e. "bodily accidents")

Visually inspect all areas of the Campus Grounds and notify Facility Superintendent of any items that would require immediate attention.

Must have knowledge and understanding of all facilities rules and guidelines. Utilizing best discretion, in cases of heightened concern, contact the Surprise Police Department non-emergency line at (623) 222-4000 or 9-1-1 as needed.

Turn off the pool splash pad when not in use, as well as turn off Heritage Pool House fire pit and fireplaces when not in use.

Light janitorial of the Heritage Pool House and multipurpose room. Reset Heritage Campus patio furniture and pool deck furniture as needed throughout the day, pushing in chairs and straightening lounges to maintain a clean and neat appearance.

Work with residents using community's reservable amenities; explain rules; provide information and checklist for responsible resident to perform review of amenity before and after rental period; communicate with residents on rental policies.

Light clean-up of items left by residents. Store lost items in the lost and found. Retrieve as necessary.

Organize and maintain an orderly campus, including storage rooms.

Showcase the Heritage Campus amenities and programs to visitors through tours and collateral.

Assist MPCA-Engagement Team with administrative functions as needed, including: updating promotional community event calendars, hard copy materials, displays; data entry and database systems; tabulating facility usage reports monthly for board meeting statistics, etc.

In a community engaging fashion, will promote and inform residents of current and upcoming clubs, classes, programs, events and volunteer opportunities and help promote when appropriate. May provide policy guidance to instructors whenever possible.

Assist with annual Signature Events and other community events and programs, including event preparation support, on-site during the event support, and clean-up support.

Assist resident volunteers with resident-run events and projects.

Submit a weekly “end of shift” report, including highlights from each work period, any major infractions incurred, summary of facility rentals if unique circumstances occurred, maintenance requests, etc.

Attend regularly scheduled MPCA-Engagement team meetings as scheduled (currently 3 PM on Tuesdays).

Other duties as assigned.

### **Skills & Attributes Required**

Engaging: passionate for people and community-building initiatives, able to engage with people in caring and patient ways.

Personable: a genuine “people person,” collaborator, tactful and diplomatic interpersonal skills, able to connect with and maintain strong relationships with a diverse team, residents, vendors, clients, and partners; positive, enthusiastic, adaptable. Speaks and writes correspondences effectively for varying audiences (residents, staff, partners, etc.) in a tone consistent with a warm, engaging and personable organization.

Critical Thinker: problem solver; looks at situations from all angles, solutions-oriented, ability to work well under pressure; can handle unexpected situations, interpersonal conflicts and competing interests with ease. Demonstrates resourceful thinking; seeks efficiencies; proactive.

Reliable: conscientious, ethical, and dependable.

Professional: establishes and conveys a sense of purpose that is in alignment with the mission, values and brand of the MPCA and DMB; always keeps the organization’s vision, mission and values at the forefront of decision making and action. Demonstrated ability to work effectively with various stakeholders in all age groups.

A minimum of 2 years experience in customer service environment, preferably in a community center, gym, and/or aquatics environment.

Ability to navigate Microsoft Office tools (Word, Excel, Outlook, PowerPoint and Publisher) on laptops and tablets, web-based facilities management and intranet software; and experienced with office equipment, audio/visual equipment, etc.

Must obtain/maintain CPR and AED certifications for duration of contract period. PLEASE NOTE: This is NOT a Lifeguard Service. None of the above referenced services shall be construed as duties that would be performed by a lifeguard.

Must be able to lift at least 30 pounds, stay on feet for long periods of time, physically able to complete execution of duties inside and outside, including in typical summer weather.

Must review and agree to DMB's Minor Abuse Prevention Policy, including a possible background check and fingerprint screening.

### **Marley Park Operating Principles**

In furtherance of our mission, Marley Park will:

Instill a sense of fun and enthusiasm into everything we do for the community.

Encourage a dynamic collaboration between organizations such as DMB, City of Surprise, Dysart Unified School District and all the community's social, civic, special interest and activity groups, leveraging our combined talents, energies and resources for the benefit of all community stakeholders.

Work collaboratively with the community to promote a style based on inclusiveness, mutual respect, consensus-building and responsiveness to changing needs and opportunities.

Strive to sustain a level of community maintenance that is the finest available anywhere.

Promote compliance with community rules, through education, communication and building grassroots support.



# MARLEY PARK COMMUNITY ASSOCIATION, INC. SEASONAL REPRESENTATIVE APPLICATION

APPLICANT INFORMATION					
Last Name	First	M.I.	Date		
Street Address			Apartment/Unit #		
City	State		ZIP		
Phone	E-mail Address				
Please check your availability:    Weekday AM: <input type="checkbox"/> Weekday PM (as late as 10:30 PM): <input type="checkbox"/> Weekend AM: <input type="checkbox"/> Weekend PM (as late as 10:30 PM): <input type="checkbox"/>					
Execptions to availability listed above:					
Can you, upon engagement, submit verification of your legal right to work in the United States?		YES <input type="checkbox"/>	NO <input type="checkbox"/>		
Have you ever worked for this company?		YES <input type="checkbox"/>	NO <input type="checkbox"/>	If so, when?	
Have you ever been convicted of a felony? <small>(Answering "yes" to this question does not necessarily disqualify you.)</small>		YES <input type="checkbox"/>	NO <input type="checkbox"/>	If yes, explain:	
EDUCATION					
High School		Address			
		Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree
College		Address			
From	To	Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree
Other		Address			
From	To	Did you graduate?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Degree
REFERENCES					
<i>Please list three professional references.</i>					
1. Full Name			Relationship		
Company			Phone (    )		
Address					
2. Full Name			Relationship		
Company			Phone (    )		
Address					
3. Full Name			Relationship		
Company			Phone (    )		
Address					
PREVIOUS EMPLOYMENT OR CONTRACTING PARTIES					
1. Company			Phone (    )		
Address			Supervisor/ Contact		
Job Title		Starting Salary	\$	Ending Salary	\$
Responsibilities					
From	To	Reason for Leaving			
May we contact your previous supervisor/contact for a reference?    YES <input type="checkbox"/> NO <input type="checkbox"/>					

2. Company		Phone ( )	
Address		Supervisor/ Contact	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor/contact for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
3. Company		Phone ( )	
Address		Supervisor/ Contact	
Job Title	Starting Salary	\$	Ending Salary \$
Responsibilities			
From	To	Reason for Leaving	
May we contact your previous supervisor/contact for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>			
<b>WHAT ABOUT THIS POSITION IS OF INTEREST TO YOU?</b>			
<b>JOB SKILLS AND QUALIFICATIONS</b>			
Summarize any special training, skills, licenses and/or certifications that may assist you in performing the services for which you are applying.			
Are you CPR <input type="checkbox"/> / AED certified <input type="checkbox"/> ? If not, are you willing to complete these certifications within the first two weeks of contract? YES <input type="checkbox"/> NO <input type="checkbox"/>			
<b>RELATED INFORMATION</b>			
Why are you a good fit for this position? (If you are a member of any job-related organization or have received job-related awards or accomplishments, list and describe them. Exclude all information that would reveal your age, race, sex, religion, color, national origin, ancestry, marital status, disability, sexual orientation, arrest and court record, or any other protected category recognized by federal or state law.)			
<b>MILITARY SERVICE</b>			
Branch	From	To	
Rank at Discharge	Type of Discharge		
If other than honorable, explain			
<b>DISCLAIMER AND SIGNATURE</b>			
I certify that all information contained in this application is truthful, to the best of my knowledge. I authorize any of the persons or organizations referenced in this application to give you all information concerning my previous employment, education or other information concerning my background with regard to anything on this application. I release all parties from all liability for any damage that may result from furnishing such information to you. I authorize Marley Park Community Association, Inc. (MPCA) to request and receive such information.			
I understand that nothing contained in this application or in the interview or selection process is intended to, nor does it, create an express or implied contract, including a contract of employment or engagement for services. I understand and agree that I am applying to be considered for engagement as an independent contractor to provide monitoring and related services on the Heritage Campus. This means that the relationship between MPCA and me will be governed solely by the terms of the independent contractor agreement.			
I understand that the Company may inquire into and consider any criminal conviction record that I may have after it makes a conditional offer of engagement. The Company may withdraw a conditional offer of engagement if I have a criminal conviction record or civil conviction record which bears a rational relationship to the services I am to perform.			
I understand and agree that I will not disclose or use confidential information belonging to prior employers or contracting parties, and that I will inform the Company of any agreements that would limit my ability to work for the Company.			
If this application leads to engagement, I understand that any false or misleading statements or omissions made in this application or interview(s), whenever discovered, are grounds for disqualification from further consideration or termination of the independent contractor agreement, regardless of how discovered.			
Signature		Date	