



## Pool Hall Assistant

*This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.*

<b>Work Team:</b>	Program
<b>Reports To:</b>	Pool Hall Head, Program Lead
<b>Position Classification:</b>	Short-Term Volunteer
<b>Length of Service:</b>	2+ week commitment

### POSITION SUMMARY

The Pool Hall Assistant supports the Pool Hall Head in the operation of Holden Village's historic pool hall and bowling alley located in the Village Center. Built in the 1930s, the Pool Hall has four lanes with semi-automatic pin-setters, five pool tables, ping pong, foosball, board games and a jukebox. During the summer months, the Pool Hall serves candy and popcorn to visitors and holds events like bowling nights and ping-pong tournaments.

**MAJOR FUNCTIONS** (principal duties and responsibilities; such as categories supported, staff size, volume managed, etc)

*Specific responsibilities include but are not limited to the following:*

- Provides Holden hospitality by interfacing with guests in a positive, friendly manner, providing visitors with necessary resources and information to properly use the space.
- Staffs the Pool Hall concession stand and provides food preparation and service; follows food service protocols.
- Handles payment for concessions and tracks concession purchases and sales; monitors supplies and notifies the Pool Hall Head of needs.
- Assists the Pool Hall Head in maintaining an orderly and fun atmosphere in the Pool Hall and Bowling Alley; helps implement programs for all ages.
- Supervises Pool Hall activities and responds appropriately to issues; elevates concerns to the Pool Hall Head as necessary.

- Maintains Pool Hall cleanliness and organization by performing cleaning tasks such as vacuuming, cleaning windows, polishing wooden surfaces, and taking out trash.
- Supports the Pool Hall Head in carrying out maintenance tasks in the Pool Hall and Bowling Alley, including striping and conditioning lanes, caring for shoes and bowling balls, repairing and re-tipping pool cues, and tidying games.
- Is responsive to communications from supervisor.
- Attends weekly Program team meetings.
- Assists in other aspects of the Program team's work and other departments at the discretion of the Program Lead.
- Other duties as assigned.

**KNOWLEDGE AND SKILLS REQUIREMENTS** (position specifications; such as knowledge/education, skills, problem solving/decision making, risk/bottom line results, management responsibility – people and functions)

*Specific knowledge and skills include but are not limited to the following:*

- Previous experience in customer service preferred.
- Interpersonal skills; enthusiasm for and ability to interact with all ages, especially kids and youth.
- Ability to work independently, take initiative, and be proactive.
- Strong awareness of safety and liability.
- Ability to communicate and enforce relevant rules, policies, and safety protocol.
- Sound judgement, creativity, problem solving, flexibility, and decision-making abilities.
- Willingness to work flexible hours, including evenings.
- Able to lift and move equipment and supplies; able to stand for long periods of time.

**COMMUNITY EXPECTATIONS** (particular knowledge/skills related to client and/or agency needs)

- Has enthusiasm for, and ability to work in, a remote wilderness setting.
- Commits to work in ways that support and fulfill Holden Village's Mission, Vision, and Values and commits to the terms of the Community of Practice Agreement.
- Extends genuine hospitality to all Villagers and guests; Helps new staff and volunteers integrate into the community.
- Upholds and works to further Holden Village values of diversity, equality, respect, sustainability, and spirituality as articulated in the Strategic Plan. .
- Undertakes Work of the Village including dish team, garbology, and wood chaining.
- Abides by Holden Village's Community Health Protocols and Practices.
- Commits to staying up-to date on all required vaccinations.

**COMPENSATION & BENEFITS**

*As a Short-Term Volunteer, you are eligible for the following benefits:*

- Food (three meals/day)
- Housing and utilities
- Free parking at Fields Point
- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!