



Job Title	General Laborer
Department	Service
Reports To	Service Technicians
FLSA Status	Nonexempt
Last HR Review	2021

Principal Function: The General Labor is responsible for performing a variety of tasks related to openings and closings, weekly service routes, and the servicing and maintenance of all equipment.

Essential Duties and Responsibilities: Duties include, but are not limited to:

1. Works with the assigned crew to complete the appropriate daily tasks in an accurate and efficient manner.
2. Ensures that the appropriate tools, equipment, and chemicals are loaded on the service vehicles in accordance with the requirements of each job on a daily basis.
3. Utilizes good judgement in satisfying customer service requests or complaints.
4. Maintains a clean and organized work area on the jobsite.
5. Performs water tests at the jobsite in accordance with the work order.
6. Maintains a clean and organized service vehicle at all times.
7. Ensures that tools and equipment remain clean and in working order at all times.
8. Enforces and complies with safety, health and security rules.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of the organization. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

Competencies: To perform this job successfully, all employees at Angie's Pool & Spa, Inc. should demonstrate the following competencies:

- **Customer Service** – Responds to requests for service and assistance; Manages difficult or emotional customer situations focusing on listening without interrupting and keeping ones emotions under control; Solicits customer feedback to improve service; Maintains confidentiality and meets commitments; Remains open to others ideas and tries new things.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Oral Communication** – Speaks clearly and persuasively in positive and negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.



- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Job-related Competencies – To perform this job successfully, employees in this job should demonstrate the following competencies:

- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Education and/or Experience: High school diploma or general education degree (GED) is required and one year related experience and/or training. Previous experience in a pool or spa construction or maintenance job is desired.

Other Skills and Abilities: The following skills and abilities are either required or desired.

- A working knowledge of water chemistry in order to diagnose water tests correctly is desired.
- A working knowledge of how to open and close pools, conduct weekly service, and perform service on equipment is desired.
- The ability to plan for, complete, and implement assignments and responsibilities in a timely manner is required.
- The ability to manage multiple projects in a fast-paced, deadline-driven environment is required.
- The ability to operate a computer, printer, copy machine, scanner, fax machine, and other office equipment is desired.
- The ability to speak, read and write in English is required. Spanish is desired.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to stand; or walk; use



hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and lift and/or move up to 50 pounds without an assistive device. The employee will occasionally sit; and taste or smell.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee frequently is exposed to working near moving mechanical parts, toxic or caustic chemicals, fumes or airborne particles, the risk of electrical shock when working with pools, spa, or office equipment, and wet or humid outdoor weather conditions. The noise level in the work environment is usually moderate to very loud.

While the offices of Angie’s Pool & Spa are open from 8:00 a.m. to 5:00 p.m., Monday through Friday, this position may require work beyond these hours and on the weekends, as needed. It will require occasional local travel. Thus, a valid driver’s license is required.

SIGNATURES:

Incumbent’s Signature

Incumbent’s Printed Name

Date

Service Manager’s Signature

Service Manager’s Printed Name

Date