
ROSSMOOR COMMUNITY SERVICES DISTRICT

JOB DESCRIPTION

POSITION TITLE: Court Attendant

DEPARTMENT: Recreation / Parks & Facilities

CLASSIFICATION: Part-Time / Field-Based / Non-Exempt

ADOPTED: August 11, 2026



POSITION DEFINITION

Under general supervision, the Court Attendant provides on-site monitoring, operational support, and customer service at the Rossmoor Park tennis and pickleball courts. The Court Attendant serves as an on-site District representative during assigned hours including evenings and weekends, and assists with safe, orderly, and consistent court operations by monitoring reservations, educating patrons regarding District policies, verifying residency when required, and helping ensure courts are used for their intended purposes. The Court Attendant may also perform other related duties and assignments as directed by the Recreation Supervisor to support court operations, District programs, and facility needs.

DISTINGUISHING CHARACTERISTICS

This is a part-time, field-based classification assigned primarily during designated priority evening hours, including weekends, based on operational needs. Court Attendants have frequent public contact, apply District policies consistently, provide courteous customer service, observe court activity, address routine compliance issues, and refer significant conflicts, safety concerns, repeated violations, or unusual situations to supervisory staff.

SUPERVISION RECEIVED AND EXERCISED

- **Supervision Received:** Receives general direction from the Recreation Superintendent or Full-Time staff as assigned.
- **Supervision Exercised:** This position does not exercise supervisory control over staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are illustrative of the primary functions of the class and are not restrictive.

Court Operations & Reservation Monitoring

- **Court Monitoring:** Monitors tennis and pickleball court activity during assigned hours for compliance with District policies, posted rules, and operating procedures.
- **Reservation Verification:** Reviews and verifies reservations and assists patrons with court availability, reserved times, and walk-on opportunities.
- **Residency Verification:** Verifies Rossmoor residency through acceptable photo identification or other District-approved procedures when required during designated resident-priority or walk-on periods.
- **Walk-On Administration:** Administers applicable walk-on procedures and helps ensure resident and non-resident access is handled consistently with District policy and reservation requirements.

Policy Education & Court Use

- **Intended Court Use:** Helps prevent courts from being used for activities other than their designated and authorized purposes, including prohibited uses under District policy.
- **Policy Communication:** Clearly and courteously explains court rules, reservation procedures, residency requirements, time limits, and applicable provisions of RCSD Policy No. 6050.
- **Unauthorized Activities:** Observes and addresses unauthorized activities, including unauthorized instruction and pickleball play on tennis courts when inconsistent with District rules or court assignments.

Public Relations & Customer Service

- **Public Contact:** Greets and assists residents, non-residents, players, spectators, and other patrons in a courteous, professional, and impartial manner.
- **Information & Assistance:** Provides accurate information regarding court availability, reservations, fees, hours, walk-on procedures, and District policies.
- **Conflict De-escalation:** Maintains calm, respectful, and diplomatic communication when addressing disagreements, reservation conflicts, residency questions, or policy violations.

Safety, Facility Monitoring & Incident Response

- **Safety Oversight:** Observes court and surrounding areas for hazards, unsafe conduct, blocked gates or buffer areas, damaged equipment, or other conditions that may affect patron safety.
- **Facility Monitoring:** Reports maintenance concerns involving court surfaces, nets, fencing, lighting, benches, gates, sound blankets, signage, or other court-related equipment and amenities.

- **Reporting & Escalation:** Documents significant incidents and policy violations accurately and promptly, and contacts supervisory staff, law enforcement, or emergency services when circumstances exceed the Attendant's authority.

CORE COMPETENCIES

- Proactive Customer Service
- Conflict De-escalation & Resolution
- Situational Awareness & Observation
- Professional Verbal Communication
- Fair and Consistent Policy Application
- Operational Reliability, Accountability & Safety Awareness

QUALIFICATIONS

Knowledge of:

- Principles of professional public relations and customer service.
- Basic recreation facility operations, reservation procedures, safety practices, and incident reporting.
- Techniques for communicating rules, resolving routine conflicts, and de-escalating difficult interactions.

Ability to:

- Work autonomously and proactively with minimal direct supervision during field shifts.
- Learn, interpret, explain, and consistently apply District policies, court rules, reservation procedures, and posted regulations.
- Verify reservations and residency using District-approved procedures; observe court activity; use sound judgment; and prepare clear shift notes or incident reports.
- Establish and maintain effective working relationships with District staff and the general public.

Education and Experience:

- **Education:** Graduation from high school or possession of a GED equivalent.
- **Experience:** One (1) year of customer service, recreation or related experience is desirable. Experience in parks, recreation facilities, athletic facilities, or other public settings is highly desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid First Aid/CPR/AED certification within three (3) months of appointment.

WORKING CONDITIONS & PHYSICAL/MENTAL DEMANDS

Physical Demands:

- **Environment:** Work is performed primarily outdoors at public tennis and pickleball courts and surrounding park areas, with exposure to evening temperatures, weather, court lighting, noise, and active recreation environments.
- **Mobility:** Frequent standing and walking throughout the court complex and surrounding areas for extended periods; occasional bending, reaching, and light physical activity.
- **Lifting:** Occasional lifting, carrying, and positioning of objects weighing up to 15 pounds, including signs, small equipment, or supplies.
- **Sensory:** Requires sufficient vision and hearing to observe court activity, read identification and reservation information, identify safety concerns, and communicate effectively with patrons.
- **Dexterity:** Fine motor skills and simple grasping required to operate mobile devices, keys, gates, reservation systems, and other assigned equipment.
- **Schedule:** Requires regular evening and weekend work, including assignments seven days per week based on scheduling needs. Holiday and irregular hours may also be required.

Mental Demands:

- Requires high situational awareness and attention to multiple courts, reservations, and patron interactions during busy periods.
- Requires sound judgment, patience, tact, and the ability to remain professional when explaining or enforcing rules and to recognize when a situation should be escalated.

Accountability (Consequence of Error):

Inadequate performance or errors in judgment may result in inconsistent application of District policy, reservation conflicts, safety concerns, or damage to District property.

APPLICATION & EQUAL OPPORTUNITY INFORMATION

FLSA Status: Non-Exempt

This information is available in alternative accessible formats upon request by contacting Human Resources at 562-430-3707.

*The **Rossmoor Community Services District (RCSD)** is an Equal Opportunity Employer. We value workforce diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, hair/hair texture, or veteran status.*