



Job Title: **Guest Services Specialist**
Category: Full-Time
Shift: Various hours and days including nights, weekends, holidays and after Hours as needed
FLSA Status: Non-Exempt
Hiring Range: \$13.00 - \$14.00/Hour

Created or Revised Date: 11/9/2018

SUMMARY:

The Guest Services Specialist provides leadership and supervision of staff including Guest Service Representatives and KidZone Attendants under general direction of Guest Services Coordinator. This position is responsible for the overall operation of the front desk and registration process. Guest Services Specialists provides direct customer service to community members, staff and guests. This position is directly responsible for training, instructing, and mentoring Guest Services Representatives and KidZone staff. Specialist also assists with oversight and direction of facilities during the operational hours of the District.

ESSENTIAL FUNCTIONS OF THE JOB:

Persons hired in this position must be able to perform all the essential tasks required by the position. The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. Carbon Valley Parks and Recreation District retains the right to modify or change the duties or essential tasks and additional functions of the job at any time. Examples of duties are not intended to be all-inclusive or restrictive.

General Duties:

- Oversight of front desk operations and KidZone departments and its' employees.
- Provides exceptional customer service, accepts and processes memberships and registrations for District programs and activities.
- Follows appropriate policies and procedures regarding the opening and closing of Recreation Center.
- Enforces rules and policies with staff and guests and gives limited instruction to guests for using equipment.
- Oversees general custodial duties performed by guest services staff to include basic cleanliness of building, front lobby, KidZone and daily operations.
- Assist in other areas of the District when short-staffed.
- Meets and confers with public regarding requests, comments, complaints, information, building tours, problems, and program content.
- Interprets and applies District policies within areas of responsibility.
- Communicates openly and effectively with supervisors, co-workers, staff, participants, parent, volunteers, and other community members.
- Completes a variety of paperwork including daily cash reports, accident/incident reports, etc.
- Handles and processes payments and responsible for all procedures for cash drawers.



- Train Guest Services Representatives and KidZone staff on recreation software; District programs, policies and procedures, including customer service requirements
- Assist, attends and participates in staff meetings and trainings including special events and other District committees as Guest Service Coordinator sees fit.
- Manages general recreation center facility rentals and reservations; to include the Multi-purpose room, gymnasium, lobby, and all other non-athletic fields and swimming pool functions. Responsibilities to include, but not limited to; receiving reservations, customer relations, payments, staff scheduling, room set-ups, room take-down, etc.
- Identify and/or recommend maintenance, improvement, or repair of facility equipment, property, and operational procedures to ensure safety, efficiency, and fiscal responsibility.
- Models appropriate behaviors and handles complaints and disciplinary problems involving patrons or staff in a professional manner and adhering to district policies and procedures.
- Ensures the safety of guests, participants and staff and responds to emergencies and incidents professionally.
- Performs related work as required and assigned.

Supervisory Responsibilities

- Provides direction, oversight and leadership to part time staff.
- With assistance from the Guest Services Coordinator interview and hire appropriate staff, complete employee evaluations, handle disciplinary issues, completes employee work schedules, and approves/declines employee time off.
- Works to resolve employee grievances.

Competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- **Managing People** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.
- **Initiative** - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.
- **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.
- **Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

PHYSICAL DEMANDS, JOB LOCATION AND EQUIPMENT UTILIZED:

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 functions.

Duties are performed with minimal supervision in a variety of environments including indoors and out. Most duties are performed in a youth program setting which includes work with various types of equipment during typical Carbon Valley Parks and Recreation District operating hours. This position will work closely with customers and participants of varying abilities and must be comfortable acknowledging those different abilities and aptitudes.

All duties within this position require physical strength and ability. The employee must lift and/or move up to 20 pounds. There may be extended periods working outdoors in extreme temperatures. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of and a thorough understanding of Carbon Valley Parks and Recreation District policies and procedures
- Knowledge and understanding of appropriate cash handling practices procedures
- Knowledge of District facilities and outdoor areas
- Ability to maturely respond to any emergency or incident that may arise
- Ability to communicate effectively and respond with tact and courtesy
- Ability to maintain order and security
- Ability to make rational decisions based on established policy and procedure
- Ability to provide a level of customer service that meets/exceeds customer expectation and satisfaction



Required Qualifications:

- Must be 18 years of age
- High School Diploma or GED preferred
- Current CPR-PR certified or become certified within 90 days of hire
- One year of supervisory experience
- Demonstrated ability to lead and direct employees.
- Demonstrated high level of customer service skills and abilities.
- Must be available to work all shifts including days, nights, weekends and holidays.

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. The employee may perform other duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Applicants must, as a condition of employment, pass the following pre-offer and post-offer/hire processes: interview, reference checks, background checks that may include, local police check and, driving check through DMV.