



Job Title: **Guest Services Specialist**
Category: Full-Time
Shift: Various hours and days including nights, weekends and holidays
FLSA Status: Non-Exempt
Hiring Range: \$16.41-\$17.70

Created or Revised Date: 3/2021

SUMMARY:

Under general direction of the Guest Services Coordinator, this position assists with the administrative work and supervision of the Guest Service and KidZone staff, front desk and facility operation and safety and directs and performs customer service to patrons and staff.

ESSENTIAL FUNCTIONS OF THE JOB:

Assists with the front desk and KidZone daily operations:

- Assists the Guest Service Coordinator with the oversight of front desk, facilities and KidZone operations, which includes but not limited to planning, implementation, supervision, and evaluation of front desk, facilities, and KidZone operations, cash handling, child sitting, and administering customer service policies and procedures.
- Provides exceptional customer service, accepts and processes memberships and registrations for District programs and activities.
- Handles and processes payments and responsible for all procedures for cash drawers.
- Communicates openly and effectively with supervisors, co-workers, staff, participants, parent, volunteers, and other community members.
- Meets and confers with public regarding requests, comments, complaints, information, building tours, problems, and program content.
- Interprets and applies District policies and procedures within areas of responsibility.
- Completes a variety of paperwork including daily cash, accident/incident reports, etc.
- 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.
- Models appropriate behaviors and handles complaints and disciplinary problems involving patrons or staff in a professional manner and adhering to district policies and procedures.
- Assists with special projects and special events on behalf of the District as needed and assigned.

Knowledge, Skills, and Abilities:

- Knowledge of and a thorough understanding of District policies and procedures
- Knowledge and understanding of appropriate cash handling practices procedures.
- Ability to read and comprehend instruction, short correspondence, memos, professional journals, and technical practices.
- Demonstrate time management skills by beginning and completing assigned shifts and/or utilizing program time effectively.

Assists with the administrative work and supervision of the Guest Services staff:

- With assistance from the Guest Services Coordinator, recruits, interviews, hires, trains, schedules, supervises, evaluates, develops and disciplines staff to ensure safe and effective services.
- Assists with staff meetings, training of recreation software system, child sitting policies and procedures and audits cash handling procedures.
- Assists with risk management standards to include certification, customer service trainings, and accident/incident report tracking.
- Serves as a member on Departmental committees as assigned.

Knowledge, Skills, and Abilities:

- Ability to effectively present verbal and written information and respond to questions from guests, program participants, co-workers, supervisors, volunteers, and other District employees.
- Ability to recruit, train, schedule, evaluate, discipline, develop, and resolve issues of assigned staff and volunteers.
- Ability to exercise initiative; make sound, independent, and timely decisions; apply knowledge, data, and common sense to solve routine and non-routine problems.
- Ability to complete and maintain well-organized daily records, logs, and incident reports.

Manages daily guest service and KidZone operations, safety, and maintenance:

- Follows appropriate policies and procedures regarding the opening and closing of the facilities.
- Oversees general custodial duties performed by guest services staff to include basic cleanliness of gymnasium, fitness areas, front lobby, KidZone, multi-purpose room as well as inventory and ordering of supplies.
- Identifies and/or recommends maintenance, improvement, or repair of facility equipment, property, and operational procedures to ensure safety, efficiency, and fiscal responsibility.
- Enforces rules and policies with staff and guests and gives limited instruction to guests for using equipment.
- Assists with the management of facility equipment and supply inventory as related to their area of work.
- Provides emergency or non-emergency services in a composed manner using sound judgment and is the point of contact/support for Guest Service and KidZone staff.

Knowledge, Skills, and Abilities:

- Knowledge of District facilities and outdoor areas.
- Ability to communicate, follow and enforce all rules, regulations, and policies.
- Ability to recognize safety hazards and sanitation issues, notify supervisors and rectify the situation.
- Ability to remain composed in emergency situations, make sound judgment and work effectively with guests and other recreation staff under stressful circumstances. Ability to perform first aid, CPR, and provide other medical attention as needed.
- Ability to safely operate all assigned tools and safety products. Ability to set up and tear down equipment for scheduled activities and special events.

Required Qualifications:

- High School Diploma or GED
- CPR Professional, AED, First Aid Certification, or the ability to become certified within the first 90 days of employment.
- Two years of working experience in customer service
- One year of staff management experience
- Must be available to work all shifts including days, nights, weekends and holidays.

Preferred Qualifications:

Some college or continuing education

Core Competencies:

To perform the job successfully, an individual should demonstrate the following Districtwide competencies: Problem solving, customer service, oral communication, managing people, initiative, professionalism, punctuality, safety, teamwork, planning/organizing, and interpersonal skills.

PHYSICAL DEMANDS, JOB LOCATION AND EQUIPMENT UTILIZED:

- This position requires a high level of physical ability including standing for long periods, bending, reaching, lifting, jumping, walking, stretching, etc. Most duties are performed in a senior center setting, with occasional need for activity outdoors. This position will work closely with customers of varying abilities and must be comfortable acknowledging those different abilities and aptitudes.
- Physical demands are described as medium (exert up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and up to 10 lbs. force constantly to lift, carry, push, pull, or otherwise move objects, including the human body).

Reasonable Accommodation:

Carbon Valley Parks & Recreation District will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to the District.

Job Description Function and Intent:

The job functions and duties on the job description are not all-inclusive and additional functions and requirements may be assigned as necessary. Job descriptions are not intended as and do not create employment contracts. The company maintains its at-will employer status.

Note: 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.