



Full-Time Guest Services I Representative Job Description

| | |
|------------------------------|--|
| Title: | Guest Services Representative Level I |
| Immediate Supervisor: | Administrative Services Supervisor |
| Department: | Administration Services |
| FLSA Status: | Full Time; Benefited |
| Work Hours: | Hourly; As Assigned |
| Hiring Range: | Level I: \$ 15.71 - \$ 21.40/hr. |
| Benefits: | Eligible for Health, Dental, Vision and Life Insurance, PTO, Illness/Injury Leave, Paid Holidays, Membership to Recreation Center, PERA Retirement, Worker's Compensation, EAP (Employee Assistant Plan) |

This job description is established by the Eastern Rio Blanco Metropolitan Recreation & Park District (District) to outline the basic requirements, duties and general responsibilities of the position of Guest Services Representative Level I and Level II. The position is "at will", which means the District may terminate the employment relationship at any time and for any reason, subject only to the requirements of Federal and State law. Similarly, the employee may terminate the employment relationship without notice at any time for any reason.

Position Summary

The Guest Services Representative Level I provides high-quality customer service for District Patrons and assists in the effective administration and operation of the District. A Guest Services Representative (I) serves as the first contact for patrons at the front desk of the Meeker Recreation Center, handling daily operations tasks such as processing daily drop ins and memberships; program registrations; parks, fields, and facility reservations; and other point of sale/cash handling transactions and/or patron inquiries.

Primary Duties and Responsibilities:

The following duties are an overview of the primary duties and responsibilities of the Guest Services Representative **Level I** and do not constitute an all-inclusive list. These duties and responsibilities establish a flexible, functional base from which the employee operates. The duties and responsibilities may also be modified with additions, deletions or changes as required to assist in obtaining organizational goals and objectives.

Guest Services Representative Level I:

1. Serves as the first contact for District patrons, and consistently provides a high-quality customer service experience by applying external and internal customer service standards to

2. appropriately respond to patrons' inquiries about District programs, special events, use of District parks and facilities including day-to day operations of the Meeker Recreation Center;
3. Performs various transactions through the District's point-of-sale and registration software and/or parks and facilities reservations system including; program registration, membership sales, patron account adjustments, member and guest check-in, field scheduling, room/pavilion rentals; applies systems knowledge to troubleshoot/rectify errors, perform transaction corrections, refunds or other modifications;
4. Operates a variety of equipment, including but not limited to; computers, copy machines, multi-line phone system, voice and email messaging, radios, television/stereo systems, and fitness room equipment to effectively assist and/or direct incoming patron or internal staff inquiries; performs basic technical troubleshooting and/or implements appropriate workarounds to maintain efficient operations;
5. Performs cash handling duties, including cash, check, and credit/debit payment reconciliation; performs customer account debits or credits; ensures petty cash, cash in drawers, and lost-and-found cash are reconciled, and may assist with vending reconciliation; generates individual cash receipts reports and/or prepares end of day total receipts reports for processing in the Finance Division;
6. Performs opening and closing procedures and multiple daily walk through inspections of the Meeker Recreation Center; is able to effectively troubleshoot situations that may arise; continually monitors front desk, lobby, lounge and fit room areas; provides assistance and ensures adherence to rules, policies, and guidelines by the public, volunteers, and staff;
7. Works, and directs others to work, in a safe manner including; appropriate use of equipment, tools and materials consistent with the manufacturer or product directions or specifications, and use of industry accepted safe working methods and techniques; initiates safety procedures and reporting as required;
8. Demonstrates initiative, appropriate for the position, that supports the District's vision, mission and core value statements;
9. Demonstrates comprehensive knowledge of, and compliance with, the District's rules, policies, and procedures, as contained in the District's handbooks, manuals, and Department/Division handbooks;
10. May be assigned other Guest Services or Marketing Division tasks as determined by a Level II Guest Services Representative and/or the Administrative Services Supervisor or Manager;

Mandatory Qualifications and Requirements:

1. Must be 16 years of age;
2. Possess or working towards acquiring a high school diploma or GED;
3. Possess at the time of hire/promotion or obtain within 90 days and maintain a valid AED, adult and child CPR and First Aid certifications;
4. Ability to read, write, speak and understand the English language at a level adequate to perform the job;
5. Shift availability considerations:
 - a. Works early morning, evening, split-shift, and/or weekend shifts
 - b. Works a variety of shift times; covers shifts on short notice

Desired Qualifications and Requirements

1. Ability to read, write, speak and understand the Spanish language.
2. Possess and maintain a valid Colorado Driver's License with good driving record;

Working Environment/ Physical Requirements

This Guest Services (Level I) position primarily involves sedentary, administrative work; however, a guest service specialist must also be able to assist patrons and other staff in all areas of the recreation center.

1. Moderate physical activity is required; for example, the ability to lift items in excess of 50 pounds occasionally and up to 20 pounds frequently;
2. This position requires sitting or standing at a desk for an extended period of time, working for extended periods on a computer, talking on the telephone, standing, walking, kneeling, stooping/bending, lifting, pushing, pulling, gripping, reaching over head, reaching away from the body, and repetitive motion;
3. This position demands frequent use of sensory activities such as talking, seeing, hearing, smelling, feeling (identifying objects by touch), depth perception and color vision;
4. Constant, positive interaction with District employees and volunteers, supervisors, patrons, and the public is required; and,
5. This position will involve periods of high mental and/or emotional stress.