

VILLAGE OF PLEASANT PRAIRIE

Job Description



Division/Department:	Business/Guest Services		
Location:	LakeView RecPlex		
Job Title:	Guest Services Representative		
Reports to:	Guest Services Coordinator; Business Director	Salary:	\$8.24/hour
Type of position:	<input type="checkbox"/> Full-time <input type="checkbox"/> Regular Part-time <input checked="" type="checkbox"/> Part-time	<input type="checkbox"/> Seasonal <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

JOB SUMMARY

The primary responsibility of this position is expected to create a very positive first and last impression for guests of the RecPlex/IcePlex. Other responsibilities include, but are not limited to, answer incoming telephone calls, monitor member use of facilities; ensure that registrations are processed accurately; enforce all RecPlex/IcePlex policies relating to the Guest Services Center; operate the recreation software system; be prompt, timely and consistent in good attendance at work.

CORE JOB RESPONSIBILITIES

1. Ability to open and or close the LakeView RecPlex/IcePlex.
2. Perform a physical inspection of the entire building at either a very early hour, or very late hour and be alone during the inspection.
3. Act to ensure the safety of employees and patrons in the facility by and to administer CPR or first aid as needed.
4. Ability to set up, put away, and maintain athletic equipment.
5. Maintain cash control of the safe and front desk drawer, as well as perform necessary financial reports.
6. Ability to take positive steps to ensure that facility cleanliness standards are understood and embraced by all staff; and conduct internal "walking inspections of the RecPlex/IcePlex.
7. Assist and adjust regular working hours for special events at the RecPlex/IcePlex and any in-and out-of-house special activities at the RecPlex/IcePlex.
8. Assist with general maintenance duties to ensure cleanliness of the RecPlex/IcePlex facility.
9. Capable of working cooperatively with the Director of Recreation and the Superintendent of Streets and Parks in the overall management of the RecPlex/IcePlex facility and Prairie Springs Park.
10. Must become knowledgeable about all RecPlex/IcePlex departments (managers and staff) and their functions and responsibilities.
11. Understand and correctly enforce personnel standards, guidelines and qualifications to ensure quality in assigned area of responsibility within the RecPlex/IcePlex or Parks and Recreation Department.
12. Must be able to appropriately welcome and respond to calls, questions, concerns and feedback from customers regarding the performance of peers or other RecPlex/IcePlex staff.
13. Be courteously and efficiently process and resolve all guest issues or concerns.
14. Greet or interact with every guest who comes into the RecPlex/IcePlex with confidence and be able to learn and use guest's names.
15. Attend required staff meetings, training and seminars; maintain required certifications.
16. Be energetic, enthusiastic and motivational.
17. Must be able to work efficiently, compassionately and with empathy for those people who have special needs and requirements due to age or other cognitive or physical disability.
18. Must not have been convicted of any crime related to theft, embezzlement, robbery, assault, sexual crime of any nature; or any crime against a child.
19. Must be able to conform to a dress code and appearance policy that requires a clean and odor free body, clean hair neatly groomed, and no visible body piercing, other than ears, or visible tattoo's.
20. Must be able to maintain the confidentiality of any and all information obtained from guests as part of registration; information overheard from guests, or any other verbal, nonverbal, or visual information concerning the physical or emotional condition of any guest, or property of a guest at the RecPlex/IcePlex.
21. Welcome guests to the RecPlex/IcePlex; initiate the registration process and collect guest fees as applicable.
22. Process all reservations accurately; adhere to RecPlex/IcePlex policies regarding advance reservation times, length of booked time, no-shows, etc.; collect fees as applicable.
23. Process all sale transactions and billing payment drop-offs; collect and record fees.
24. Process changes to member accounts (payment methods, EFT changes, etc.) when Member Service staff is not available.
25. Cheerfully answer all incoming telephone calls; forward calls professionally and efficiently; take accurate messages as needed.
26. Assist management and/or co-workers with RecPlex/IcePlex administrative duties such as mailings, telephone campaigns, etc.
27. Assist in conducting member and participant surveys.
28. Be responsible for knowledge of all the brochure information and which coordinator develops the specific programs.
29. Be responsible for sales of parties, room rentals, guest and the processes involved with each.
30. Be accountable for processing large amounts of money with no shortages or overages.
31. Prepare cash drawers and balance end of day reports.
32. Sell items to customers from the pro shop and complete transactions at the front desk cash register. Restock pro shop and help keep count of inventory.
33. Give tours of facility.
34. Perform other responsibilities as assigned.
35. Extensive customer service and public relation skills required.
36. Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; ability to utilize principles of fractions; ability to interpret graphs.
37. Ability to communicate effectively both orally and in writing; maintain effective working relationships with employees, peers, supervisors and the general public.

EDUCATION/CERTIFICATION REQUIREMENTS

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| <ul style="list-style-type: none">• High school diploma required.• Working towards Bachelor's degree in Parks and Recreation or related field preferred.• AED/CPR and Basic First Aid certifications. | <ul style="list-style-type: none">• Ability to operate a computer in a Windows 2000 environment is required.• Previous training and experience in a customer service environment is required. |
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JOB REQUIREMENTS/WORK ENVIRONMENT

- Uniform will be worn at all times while on duty.
- All uniforms will be clean and in good condition (no holes).
- The Guest Relations Center involves a significant degree of public interaction and communication with exposure to periods of pace paced high activity and stressful interaction with the public. The majority of tasks are performed in an indoor environment and work is performed in very close proximity to co-workers. The work assignments are subject to varying shifts. Physical activities will involve long periods of standing, talking, listening, counting, reading, and limited time sitting. Moderate lifting of 15-50 pounds on a daily basis and performing walking about the facility is required. Running from point to point of distances over 600 feet or up and down stairs in the event of an emergency or critical situation.
- The position will be for approximately 4 – 32 hours per week, working nights and weekends.

VILLAGE OF PLEASANT PRAIRIE IS AN EQUAL OPPORTUNITY EMPLOYER