



Job Description

Guest Services Lead

Part - Time

MISSION STATEMENT:

As the heart of the community, the Eaton Area Park & Recreation District strives to inspire and encourage healthy lifestyles by serving the physical, social, and mental needs of all ages.

SCOPE OF POSITION:

Under the supervision of the Recreation Coordinator for Guest Services, the Lead position for Welcome Desk is responsible for day-to-day operations of the Eaton Area Community Center, being a point of contact during weekends and evening shifts as the Lead staff member on duty. Additional duties may include but are not limited to front desk operations, schedules, supervising staff, trainings, and special events.

Supervision Received:	Works under the direction of the Recreation Coordinator – Guest Services
Supervision Exercised:	Supervises Part Time – Guest Service I
FLSA Status:	Non-Exempt
Wage Range:	\$15.50-\$18.50/Hr Part-Time
Hours/Week:	18 - 25 hr/week (Flexible) Must be able to work weekends and evenings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs regular and routine duties in the day-to-day operations of the Eaton Area Community Center, may include front desk, childcare area.
- Greets guests, accepts, and processes memberships and registrations for specific activities within the Community Center and Department.
- Assists with hiring, training, supervising, scheduling, and evaluating part-time personnel; assigns work as necessary.
- May be responsible for opening and/or closing shifts at the Eaton Area Community Center for shift coverage as needed.
- Provides exceptional guest service and answers guest questions in person and over the phone.
- Maintains frequent communication with staff within the department and reports any issues/concerns with inventory, facility conditions, policies, and incidents to supervisory staff as needed.
- Takes the lead on corrective action as well as creates plan for process or personnel improvement as necessary.
- Conducts facility tours.
- Hands out and may check out equipment.
- Ensures the safety of guests and program participants by enforcing all rules and policies with staff and guests and practicing safe food handling procedures.
- Administers first aid, CPR and other medical attention as needed.
- Remains composed and makes sound judgements in emergency or non-emergency situations.
- May set up and tear down equipment used for activities and special events as well as facility rentals.
- Maintains work area, facilities, supplies and equipment to ensure a safe and sanitary environment.
- Provides exceptional guest service to all participants. Responds to information requests, comments, and complaints from participants.
- Performs miscellaneous job-related duties as assigned.



QUALIFICATIONS:

Education and Experience:

- High school diploma or GED preferred.
- One year of related work experience or training preferred.
- An equivalent combination of education and experience may be considered.
- Must be 18 years or older to work at Welcome Desk.
- Must successfully pass all required employment screens that may include but not be limited to:
 - Drug screen
 - Criminal Background Check

Necessary Knowledge, Skills and Abilities:

- Ability to obtain CPR, AED, and First Aid certifications within 3 months of hire.

REQUIRED KNOWLEDGE AND SKILLS:

1. Basic knowledge of equipment needed in community recreation programs including non-licensed childcare.
2. Knowledge of applicable federal, state, and local laws, regulations, ordinances, and policies, including safe food handling procedures and childcare safety.
3. Ability to provide outstanding customer service to a diverse guest population in a fast paced, chaotic environment.
4. Ability to establish and maintain effective working relationships with supervisors, peers, and District staff. Included is the ability to follow directions and demonstrate professional behavior.
5. Demonstrate time management skills by beginning and completing assigned shifts and/or utilizing program time effectively.
6. Ability to effectively present verbal and written information and respond to questions from guests, program participants, co-workers, supervisors, volunteers, and other District employees.
7. Ability to follow and enforce all rules, regulations, and policies. Ability to recognize safety hazards and sanitation issues and to notify supervisors.
8. Ability to remain composed in emergency situations, make sound judgment and work effectively with guest and other recreation staff under stressful circumstances. Ability to perform first aid, CPR, and other medical attention as needed.
9. Ability to safely operate a variety of recreation related equipment. Ability to set up and tear down equipment for scheduled activities and special events.
10. Demonstrate skill in the use of standard office equipment, computers and various application programs including recreation related specialty software applications.



EQUIPMENT AND VEHICLES USED:

- Computer skills including word processing software; calculator; copy, scan, and fax.
- Phone
- Portable radio
- Automobile

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The physical demands described here are representative of those an employee would typically encounter while performing the essential duties and responsibilities of this position.

- While performing the duties of this job, the employee is frequently required to walk, stand, sit, and talk or hear. The employee is occasionally required to use hands to feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.



Signature Page

Position open until filled.

I understand the above description of Guest Services Lead position. I also understand that all of the duties are not descriptive about and that I will perform those above and other related duties as directed by the Board of Directors.

Name (Printed): _____ Date: _____

Signature: _____