

ST. MARYS AQUATIC CENTER JOB DESCRIPTION

Guest Service Team Member

Position Summary: To provide a safe, clean and enjoyable environment for all guests and staff. Guest Service staff act as the front line in providing customer service to our patrons. To be competent to perform the duties related to food service operations, retail operations, party pal operations, gate and cashier operations and janitorial operations. Guest Service staff is responsible for inventory, completing records and reports, stocking supplies and cash handling functions. The position performs whatever guest service function assigned and maintenance and janitorial functions daily. Report directly to the Park Supervisors and indirectly to the SMAC Director.

Status: Seasonal

Qualifications and Requirements: Previous cashier, retail, food service and customer service experience preferred. Leadership and problem solving skills are a plus. Staff must complete competency testing for areas before being scheduled. Be at least 16 years of age to operate ovens and other cooking equipment.

Physical Requirements and Working Environment: Standing for long periods, walking, sitting and stooping required. Must be able to lift 50lbs, speak and hear clear enough to facilitate effective communications. Indoor and outdoor work, exposed to sun, heat and various weather conditions.

Job Duties examples of, but not confined to:

Must be able to interact with the public with a friendly helpful demeanor and handle customer complaints with a positive polite attitude.

Prepare, cook, serve and clean up food in the concession stand conforming to Health Department and Aquatic Center regulations and guidelines.

Must be able to work in hot environment and be dedicated to cleanliness standards.

Perform set-up and cleaning procedures for all guest service areas.

Learn and comply with all Health Department regulations.

Perform preventive maintenance on machines as needed.

Complete all opening and closing checklists, stocking, merchandise displays, inventories and cleaning duties as assigned.

Prepare pavilions, party supplies and assist parents all aspects of party rentals including coordinating mascot picture and to facilitate an enjoyable experience for our customers.

Clean up after every party, deliver the party invoice and make sure the correct payment is collected before the end of the party.

Perform cash register set-up duties, ring up all transactions and receive monies according to cash handling policies, and verify money amounts.

Greet and serve customers enthusiastically, with a positive attitude.

Be knowledgeable and answer all questions accurately

Keep work station clean and well organized at all times.

Balance cash drawer at end of shift. Follow accepted procedures for handling cash and other receipts.

Assist in all areas and perform other duties as assigned

I have read and understand the above job description for the position of Guest Services at the St. Marys Aquatic Center.

Signature _____ **Date** _____

Email address _____