

ST. MARYS AQUATIC CENTER JOB DESCRIPTION

Guest Service Team Leader

Position Summary: To assist the Park Supervisors in providing a safe, clean and enjoyable environment for all guests and staff. Act as extra eyes, ears and hands for the Park Supervisors to assure that all food service operations operate according to facility and Health Department guidelines. Guest Service Lead will assist in making sure that all daily duties are accomplished in accordance with Park Policies. Responsible for inventory controls, completing records and reports, ordering supplies and cash handling functions. Performs cashier function as assigned and gives breaks to other staff members. Report directly to the Park Supervisors and indirectly to the SMAC Director.

Status: Seasonal

Qualifications and Requirements: Previous cashier and food service experience required. Leadership and problem solving skills necessary. Must complete testing for cashier position. Preferably 18 years of age or older but not required.

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:

Complete food and supply inventories twice a week. Complete report and submit to SMAC Director for ordering.
Complete and submit all other food service reports on time.
Check in food invoices and store food products appropriately.
Monitor pricing changes and verify register adjustment. Prepare for price changes/specials.
Perform voids, change orders, and skims when necessary.
Perform cashier shifts as assigned.
Give breaks to other guest service employees.
Ring up employee orders
Keep food service area clean and organized.
Actively supervise staff, ensure that policies and food safety guidelines are followed consistently.
Assist with Birthday Party food service orders.
Handle customer complaints with a positive attitude.
Assist with disciplinary problems according to procedures.
Assist other Supervisors with weekly scheduling.
Supervise start-up and end of shift cleaning.
Lead, participate in and assist with in-service training as assigned by management.
Ensure park cleanliness.
Other duties as assigned

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

Employee Signature _____ **Date** _____