



Job Description

Job Title: Guest Service Representative		Department: Recreation	
Reports To: Guest Service Supervisor	Supervises: None		FLSA Status: Non-Exempt
Bargaining Unit: None			Effective Date: 2/1/18

POSITION SUMMARY

This position is responsible for quickly and efficiently processing guests purchasing daily admissions and items from the concessions area. This position serves as a resource to guests, and is responsible for answering telephones and disseminating information. This position may work at the Waseca Water Park or other City recreational locations.

JOB DUTIES OR ESSENTIAL FUNCTIONS

The essential functions of the position include, but are not limited to the following:

- Greet guests, process cash payments and tender change, and ensure that all received cash is well-accounted for and stored in a safe area.
- Take orders for food and beverages and prepare food items using appropriate quantities of ingredients.
- Follow proper sanitation and food safety guidelines during food preparation activities.
- Restock items before each shift; communicate any shortages of inventory or supplies to management.
- Sell appropriate type and number of admissions.
- Ensure only those with punch cards, paid admissions, or seasonal memberships enter the Water Park.
- Process transactions in a quick and efficient manner.
- Assist in cleaning the facility and work areas, including but not limited to: locker rooms, changing rooms, bathrooms, staff rooms, and concessions areas.
- Assist in taking out garbage, picking up trash outside, and cleaning the facility at the end of each shift.
- Participate in regular in-service training.
- Complete additional duties as assigned by the guest service supervisor.
- Responsible for cleaning concessions equipment and storage room.
- Find replacement or substitute when necessary.
- Report concerns to a manager or supervisor and make suggestions for improvement.

MINIMUM QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the experience, training, and certification required.

Knowledge

- An understanding of facility characteristics, rules, policies, and procedures
- An understanding of cash handling procedures

COMPLEXITY

The overall complexity of this position is moderately low. While performing the normal duties of this job, there are related steps, processes, and methods that require this position to recognize clear differences in a variety of situations.

RESPONSIBILITY

Supervision

Limited supervision is provided while performing the normal duties of this job.

This position exhibits formal supervisory responsibilities as a manager in charge of multiple related functions.

Impact

While performing the normal duties of this job, this position's work product or services affect the accuracy, reliability, or acceptability of further processes or services.

REQUIRED PHYSICAL ABILITIES AND WORK CONDITIONS

The physical demands and work conditions described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Hazards

While performing the duties of this job, this position may occasionally push/pull 11 to 20 lbs., lift 11 to 20 lbs., carry 11 to 20 lbs. and continuously perform repetitive motions.

While performing the duties of this job, this position will experience exposure to noise, irritants, fumes (energized equipment), and potential hazards.

Surroundings

While performing the duties of this job, this position will experience exposure to outdoor conditions including exposure to the elements and sun.

The above statements are intended to describe the general nature and level of work being performed by individuals employed in this job. They are not intended to be an exhaustive list of all duties and qualifications required of personnel in this job. The employer may and reserves its right to change the job description and establish, modify or eliminate job duties and responsibilities and jobs at its discretion with or without notice.