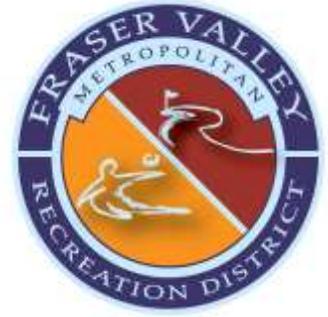


Fraser Valley Metropolitan Recreation District
P.O. Box 3348
Winter Park, CO. 80482
970-726-8968



POSITION TITLE: Guest Services Attendant
CLASS: Part-Time
PAY TYPE: Non-Exempt
PAY RANGE: \$11.25 - \$17.00
REPORTS TO: Guest Services Supervisor

GENERAL STATEMENT OF DUTIES: Guest services attendants are responsible for overseeing the daily functions related to interacting with members and visitors on a daily basis. Attendants welcome members and guests with a friendly and helpful attitude. Position requires strong attention to detail, the ability to execute policies and guidelines, effective communication skills, and good judgment. Attendant must enjoy working with people of all ages, exhibit a professional demeanor, and display patience when dealing with challenging situations.

ESSENTIAL JOB FUNCTIONS: Guest Services / Customer Service at Grand Park Community Recreation Center for entire Fraser Valley Metropolitan Recreation District.

KNOWLEDGE, ABILITIES AND SKILLS:

- Strong customer service and inter-personal skills.
- Ability to perform multiple tasks simultaneously.
- Ability to read and interpret written documents and manuals.
- Ability to communicate clearly and concisely, both oral and in writing.
- Strong computer skills required. Sample of programs used include Microsoft Excel, Office, Word, and RecTrac.
- Ability to work on a multi-line phone system, utilize radio communications, compose and answer emails.
- Ability to establish and maintain a positive working relationship with the general public, board members, staff, officials, instructors, parents, suppliers, and vendors.
- Provide quality customer service, including the ability to resolve/diffuse customer issues and complaints.
- Knowledge of safety policies, procedures, and practices and possess the ability to enforce facility rules and regulations.
- Provide emergency assistance as needed and understand emergency response procedures.
- Understand pricing structure for all FVMRD programs, admission fees, memberships, and other fee/promotional programs.
- Understand structure of Special Districts.
- Provide district wide information regarding, but not limited to, all FVMRD facilities, programs, and promotions.
- Participate in staff training and meetings as required.
- Ability to work early mornings, evenings, weekends, and holidays as necessary and have a thorough understanding of duties related to assigned shifts.
- Perform other duties and assignments as needed.
- Ability to sit or stand for extended periods of time. Ability to lift up to 30 pounds. Position requires regular bending, kneeling, stretching and/or reaching.
- Criminal background check authorization.

EDUCATION, TRAINING AND EXPERIENCE:

- Enrolled in high school, high school diploma or G.E.D. equivalent.
- Must possess, or be able to obtain, CRP, First-Aid, AED certifications within 90 days of hire.
- Previous experience in customer service, cash handling, and/or reception/administrative experience.
- Previous experience with computers and RecTrac software preferred.