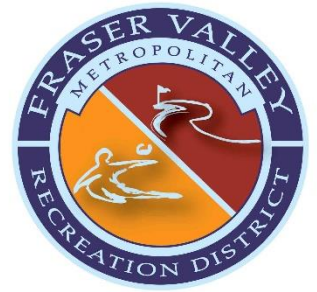


Fraser Valley Metropolitan Recreation District
P.O. Box 3348 Winter Park, CO 80482
970-726-8968



POSITION TITLE: Bowl Desk Attendant
CLASS: Part Time
PAY TYPE: Non-Exempt
PAY GRADE: 30
PAY RANGE: \$15.00 - \$20.00 per hour
SUPERVISOR: Foundry General Manager

WHY WORK FOR THE FRASER VALLEY METROPOLITAN RECREATION DISTRICT?

The Fraser Valley is situated in a high mountain park and surrounded by the Arapaho National Forest and several wilderness areas. Home to Winter Park Resort, a world-renowned ski resort, the Fraser Valley offers a variety of winter activities and our idyllic summer climate is a haven for outdoor enthusiasts. The FVMRD has established an outstanding reputation for quality recreation and excellent customer service, creating amazing experiences for our residents and guests every day. We invite you to join our team!

GENERAL STATEMENT OF DUTIES: Greet customers and provide prompt, friendly, and efficient service. Answer phones in a professional manner and take reservations. Provide customers with proper sizing of bowling equipment (ball and shoes) while maintaining cleanliness and organizational standards of equipment throughout the facility. Ensure maximum utilization of lanes and equipment through efficient control of customer flow. Provide information on programs and services, promotions, pricing, and specials.

ESSENTIAL JOB FUNCTIONS: The following examples are meant to be illustrative only and are not intended to be all inclusive. FVMRD reserves the right to modify the essential functions of this job at any time.

- Provide exceptional customer service.
- Learn and operate bowling point of sale (POS) system.
- Accurately process bowling sales and follow cash control procedures.
- Track lane availability, assign open lanes, prepare for leagues and start leagues on time.
- Promptly notify maintenance staff of equipment malfunctions and record all malfunctions on log sheet.
- Respond to and resolve customer inquiries and complaints.
- Establish working relationships and cooperative arrangements with leagues, community groups, and organizations.
- Perform other related duties as necessary.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Windows-based computer operating systems, including MS office.
- Knowledge of food and beverage and bowling point of sale (POS) systems.
- Excellent communication skills to interact effectively with all customers.
- Accurate cash handling and math skills.
- Ability to read and interpret written documents and manuals.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain an effective working relationship with staff members, patrons, and the general public.
- Ability to work evenings, weekends and holidays.

EDUCATION, TRAINING, AND EXPERIENCE:

- Must possess, or be able to obtain, CPR, First-Aid, AED certifications (training provided).

Work Environment: Work is performed in an indoor bowling and movie theater facility and may include periods of high activity. The noise levels in the facility range from quiet to very loud.

Physical Requirements: While performing the duties of this position the employee is required to walk, stand, sit, talk, hear, and see. Occasional lifting of 10 pounds or greater is required.

The FVMRD is customer service oriented and committed to hiring individuals who respond effectively and efficiently to citizen needs and concerns.

EQUAL OPPORTUNITY EMPLOYER

Employee Name

Employee Signature

Date