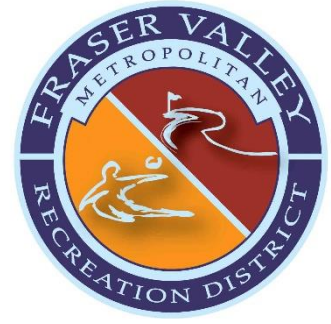


Fraser Valley Metropolitan Recreation District
P.O. Box 3348 Winter Park, CO 80482
970-726-8968



POSITION TITLE: Guest Services Attendant – Rec Center
CLASS: Part-Time
PAY TYPE: Non-Exempt
PAY GRADE: 30
PAY RANGE: \$15.00 - \$20.00 per hour
SUPERVISOR: Recreation Supervisor - Guest Services

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 and check in patrons as they enter the Grand Park Community Recreation Center (GPCRC). Answer the front desk phones, respond to patron questions, register patrons for classes and programs, and take payment for classes, programs, and retail items.

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.

- Greet all patrons entering the facility in a polite and friendly way.
- Answer the front desk phones and direct callers to appropriate staff/resources.
- Respond to patron questions in a timely and friendly manner.
- Using RecTrac, register patrons for FVMRD classes, programs, memberships, and special events.
- Take payment in person and over the phone for FVMRD classes, programs, memberships, and special events.
- Maintain working knowledge of information related to FVMRD facilities, recreation programs, and products available to patrons.
- Maintain a safe and clean Guest Services desk area for staff and patrons.
- Stock kiosks and flyer sleeves throughout the facility with current program and class flyers as needed.
- Perform opening and closing duties related to the GPCRC facility and front desk.
- Appropriately handle cash and credit card payment according to established protocols.
- Accurately close out cash drawer at the end of each shift.
- Attend scheduled staff meetings and trainings.
- Perform other related duties as necessary.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of safety policies, procedures, and practices.
- Excellent customer service skills.
- Ability to learn RecTrac software.
- Ability to read and interpret written documents and manuals.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to manage difficult situations presented by a patron or staff member.
- Ability to establish and maintain an effective working relationship with staff members, patrons, and the general public.
- Ability to work evenings, weekends, and holidays as necessary.

EDUCATION, TRAINING AND EXPERIENCE:

- High school diploma or G.E.D. equivalent.
- Possess, or be able to obtain, CPR, First-Aid, and AED certifications (training provided).

Work Environment: Work is performed in an office or front desk setting and may include periods of high activity. The noise level is typically quiet in the office, and moderate to loud in the facility.

Physical Requirements: While performing the duties of this position the employee is frequently 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