



Lead Guest Service Specialist – Seasonal Job Description

Summary:

Responsible for various office duties at the swimming pool, including, but not limited to daily admissions, concession sales, activity registrations, and guest service training.

Essential Duties, Responsibilities, and Tasks:

- Plan and implement training curriculums for guest services.
- Answering participants' questions over phone, e-mail or walk-in.
- Assist with various office duties including registrations and scheduling.
- Keep office organized with filing.
- Relay messages to Parks and Recreation staff.
- Assist with special events.
- Cooperating with other staff.
- Handling admissions and concession sales at Art Dague Pool.
- Other duties as assigned.

Qualifications:

- Must be at least 18 years old
- Experience with recreation programs
- Pass a background check
- Experience with computer applications such as Microsoft Word, Excel, and ActiveNet is preferred
- At least 2 years guest service specialist experience

Necessary Knowledge, Skills, and Abilities:

- Ability to take the initiative to do the work that needs to be done
- Ability to work independently
- Self-motivator
- Good decision making skills
- Ability to deal with public diplomatically

Physical Demands:

- Ability to lift at least 40 lbs
- Work is preformed both indoors and outdoors in all kinds of weather

Reporting Relationship:

- Reports to Assistant Pool Manager

Hours:

- Seasonal position (May-September)
- 10-40 hours per week
- Varied times
- Nights and weekends required

Wage:

\$12.00 - \$14.00 Per Hour

EOE/ADA

Contact Rifle Recreation at 665-6570 for more information.

Revised December 2018

Acknowledgement of Receipt

Employee Name: _____

Employee Signature: _____