

**City of Coral Gables
Job Description**



The City Beautiful

Job Title: Guest Services Representative
Department: Parks and Recreation
Classification: 9005-Part Time
Pay grade: \$9.84-\$11.05
FLSA: Non-Exempt

Prepared Date: 12/07
Approved By:
Approved By:

Summary

Guest Services Representatives will be assigned to one of the following recreation facilities: Biltmore Tennis Center, Salvadore Tennis Center, Venetian Pool or the War Memorial Youth Center.

This part-time position is under the supervision of the facility Supervisor or Assistant Supervisor or his/her designee. This position is responsible for ensuring 100% customer satisfaction. Employees in this position serve as the initial point of contact for all guest interaction responding to the needs, requests and/or inquiries of facility patrons while searching for and providing guests with answers or solutions to their concerns as instructed by the Supervisor.

The Guest Services Representative will be called upon to answer a multi-line phone, escort guests through the facility, handle cash, prepare and serve food, prepare rooms for rentals, assist with special events, answer inquiries from the public, provide information on recreation events and activities and assist in the cleanliness and maintenance of the facility of assignment.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Provide exceptional customer service in person and over the telephone.

Operate a Point of Sale system/cash register and perform simple mathematical calculations.

Assist customers with program registrations, facility rentals and memberships.

Operate a variety of office equipment including a multi-line telephone system, computer, copy machine and fax machine.

Perform routine clerical duties. Prepare reports and documents in accordance with departmental procedures.

Prepare site, equipment and/or materials for recreational activities, facility rentals and special events.

Observe, enforce and comply with all policies, rules, regulations, laws and ordinances of the facility, the department and the City of Coral Gables.

Maintain order and discipline of facility patrons and ensure that all safety precautions are observed and followed.

Maintain supply and equipment inventory control. Issue, receive and oversee the use and care of recreation and/or facility supplies and equipment.

Assist in the maintenance and cleanliness of the facility and equipment.

Administer basic first aid as required and prepare and complete required paperwork related to first aid.

Attend all staff meetings, trainings and other functions as require by Supervisor.

Perform other duties as assigned.

Knowledge, Skills, and Abilities

Knowledge of community recreation. Knowledge of the techniques, rules and equipment used in a variety of recreational activities and games.

Ability to work effectively, compassionately and creatively with the general public. Ability to project a positive attitude over the telephone. Ability to work within a team environment giving direction when needed and following the direction of others as required. Ability to work independently. Ability to prioritize and multi-task. Ability to work nights, weekends and holidays including the Fourth of July.

Ability to understand and follow oral and written instructions. Ability to express ideas and directions clearly and accurately. Ability to keep records and prepare reports. Ability to resolve disciplinary problems. Ability to establish and maintain effective working relationships with the general public, co-workers, patrons and supervisors.

Physical Requirements

Work may be performed both indoors and outdoors. Exposure to extreme temperatures, extreme sunlight, noise, heights, dirt, dust and potentially hazardous chemicals is common. Work may be performed on uneven surfaces. While performing the essential functions of this position, the employee must be able to lift, carry and/or push articles weighing up to 50 lbs.

The employee is frequently required to stoop, bend, kneel, crouch, stand, walk, sit and reach with hands and arms. Must have use of hands to finger, handle or feel and/or operate objects, tools or controls. Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact. Must be able to read, write and communicate in English. Must have the ability to see, read, talk and hear.

Physical capability to effectively use and operate various items of equipment; such as but not limited to a personal computer, calculator, copy machine and fax machine. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Education and Experience

Minimum age of 17 years with High School diploma or equivalent.

One year customer service experience, desired.

Previous cash handling experience, preferred.

Certification in an approved first aid & CPR course, preferred.

Additional Requirements

Criminal background check

Must be able to complete and pass the department's sanitation and food service training program as required.