

Location: Snohomish Aquatic Center

Status: Non-exempt

Required Availability: Saturdays and Sundays

Reports to: Guest Services Lead

Hourly Rate: \$16.50 to \$19.00 per hour

POSITION SUMMARY: Deliver excellent service to all guests and program participants by providing program and service information. Respond to guest needs and resolve problems, promote programs, and maintain cleanliness and organization of the lobby and public facing areas.

RESPONSIBILITIES:

- Provide excellent service to guests and program participants in person and on the phone, contributing to return guests
- Greets guests promptly, enthusiastically and with a smile to create a friendly positive entrance into the facility. Extend an equal acknowledgement to each guest as they leave
- Attract potential customers by answering product and service questions; suggesting information about other products and services
- Sell enrollments, programs and merchandise. Processes payments by totaling purchases; processing checks, cash, and store or other credit cards
- Responds immediately to guest requests; handles and resolve guest concerns and inform supervisor of unusual situations or unresolved issues
- Follows all cash handling and point of sale system policies and procedures
- Provides control and security to the entrance of the facility – monitors guest check-in
- Monitor the changing rooms and adhere to other safety guidelines as required
- Follow policies and procedures, including those related to medical situations and emergencies
- Maintain a safe and positive environment for guest and staff
- Other duties as assigned

SKILLS AND QUALIFICATIONS:

- Excellent customer service
- Exceptional interpersonal and problem solving skills – courtesy, politeness, confidence, tact, patience, and diplomacy while dealing with complex problems
- Strong verbal and written communication skills
- Multitasking and attention to detail – carry out tasks efficiently and with a high level of accuracy
- Integrity
- Ability to positively adapt to a constantly changing environment
- Computer skills and knowledge of office software packages
- Ability to react quickly and calmly in emergency situations
- Ability to work independently, and be proactive at completing assigned tasks
- Work effectively with people of different background, abilities, opinions and perceptions
- Required to a work flexible schedule; may include early mornings, evenings, weekends, and holidays
- Minimum age 16
- First Aid, CPR and AED certification required within 90 days of hire
- Food Handlers permit required within 30 days of hire

PHYSICAL REQUIREMENTS:

- Able to sit or stand for extended periods
- Ability to lift up to 50 lbs
- Physically able to provide emergency care if situation arises

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent (preferred)
- Six months customer service, sales or related experience