
Guest Services Attendant

\$15.00 per hour, plus years of experience

Job Description

Under the general supervision of the Guest Services Supervisor, the Guest Services Attendant performs a variety of routine or noncomplex customer service functions including providing information; payment processing for program registration, banquets, and rentals; acts as a liaison between customer and staff; and can perform a variety of secretarial duties and activities including receiving and handling of information.

Qualifications

Illustrate a general knowledge of computer systems and registration software. Exemplary communication skills and ability to work with the public is essential. Individual must be able to provide quality customer service by demonstrating adaptability and problem-solving skills.

Pre-requisite:

- Ability to adhere to a flexible work schedule; varying shifts, some evenings or weekends are necessary
- Ability to multitask; in order to handle competing priorities and demands

Primary Responsibilities

This person's duties shall include, but not be limited to:

1. Recording of minutes:
 - Attend scheduled meetings
 - Record and take notes of meeting
 - Transcribe data
 - Submit for approval
 - Maintain a filing system of all minutes and official correspondence
2. Customer Service:
 - Provide quality customer service by serving as the first point of contact; and is responsible for determining the customer's needs and providing appropriate information or direction for further assistance; respond to various questions and inquiries regarding the District's services, classes, parks and facilities
3. Data Entry:
 - Enter new or updated activity data per catalog season
4. Cash Receipts:
 - Accurately complete all revenue transactions, including entering the data into the registration system and compiling the appropriate supporting documentation for the accounting department
5. Clerical:
 - Performs a variety of clerical duties in support of the District; open and sort mail, maintain office supplies, prepare correspondence or other materials (typing, copying, filing, faxing or making phone calls as requested)

Secondary Responsibilities

1. Provides other secretarial support for specific functions within the department
2. Back-up functions to the Office Coordinator(s)