



JOB DESCRIPTION

Job Title: Guest Service Representative	Dept: Parks and Recreation
FLSA Classification:	Grade:
Location: Chaska Curling Center	Status:
Reports to (Title): Chaska Curling Center Manager	Prepared by: J. Isaacson
Date Revised: 12/4/19	Approved by:

JOB SUMMARY

The guest service representative will serve as the point of contact for guests of the building and customers using our facilities. This position will help provide customer service at the window, over the phone, and through email. The office staff will help monitor activity in the curling arena, the Event Center, and building and assist with general cleaning and custodial needs. Ice resurfacing (pebbling/cleaning) for league or general play may be necessary. Training provided.

RESPONSIBILITIES

1. Provide customer service to guests.
2. Ensure that those using our facility are properly checked in and have signed any necessary documents, including but not limited to waivers, rental agreements, etc.
3. Working in ActiveNet software to help assist with daily business. This could include selling memberships, enrolling in classes, modifying permits, entering league scores, and taking payments.
4. Ensure that curling screens are updated and functioning properly.
5. Ensuring that all reports- incident, accident, etc are filled out and turned in
6. Selling merchandise and products through our point of sale system.
7. General building maintenance/custodial attention. This includes ensuring bathrooms are clean and supplied, floors are vacuumed, garbage cans are monitored, and glass near office is clean. Areas include Welcome Hall, locker rooms, and Player’s Lounge.
8. Conducting a financial closeout at day’s end and securing cash.
9. Follow opening and closing procedures for unlocking and securing the building.
10. Preparation of ice for league or general play. Pebbling, cleaning, nipping the ice.
11. Other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience

- Curling knowledge- game play, general ice prep, ability to speak “curling” language

2. Other required Knowledge, Skills, and Abilities

- Computer knowledge
- Oral and written communication skills
- Ability to troubleshoot and problem solve in a fast-paced environment
- Walking backwards on ice with pebble backpack

EQUIPMENT USED

- Computer
- Cleaning equipment
- Pebble can, nipper, big broom

MENTAL & PHYSICAL DEMANDS/WORKING CONDITIONS

1. Mental Effort

- Communicate with staff and public
- Organization skills
- Attention to procedures, safety, and needs of the guests

2. Physical Requirements

- Sit or stand at desk
- Operate vacuum or other cleaning equipment
- Lift and transport garbage and recycling bags to receiving area dumpsters
- Walk backwards on ice with weighted pebble can (up to 50 lbs)

3. Working Conditions

- Office environment
- Some lifting, bending, carrying
- Exposure to slip and falls when working near ice or slippery floors
- Ice arena- 40 degrees