

## **Evans Plunge Mineral Springs Front Desk Guest Services Associate**

POSITION TITLE: Evans Plunge Mineral Springs Front Desk Guest Services Associate

EMPLOYER: City of Hot Springs, 303 N. River Street Hot Springs, SD 57747

AREA OF EMPLOYMENT: 1145 North River Street, Hot Springs, SD 57747

WORK HOURS/DAYS: Sunday – Saturday, Shifts vary

CLASSIFICATION: Seasonal, Part-Time Employee

WAGE: \$11.45/hr. + .50¢ yearly for longevity up to four years

IMMEDIATE SUPERVISOR: Facility Director

POSITIONS SUPERVISED: N/A

### **SUMMARY DESCRIPTION**

Guest Services Associates are responsible for providing extraordinary customer service to visitors and members of Evans Plunge. Primary responsibilities include operating the point-of-sale system to process admission sales and concession sales.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Assist customers in general admission sales and memberships (confirm membership privileges)
2. Answer telephone professionally
3. Launder towels, swimsuits, etc.
4. Prepare concession food and maintain concession inventory is stocked and neatly presented
5. Keep concession area clean, organized and operable
6. Vacuum, clean and empty trash/recycling bins
7. Fill ice cooler
8. Balance cashier registers
9. Stock merchandise/concessions
10. Provide interpretive services for history of Evans Plunge and significance
11. Provide guests requested information for area attractions, directing them specifically to the Chamber of Commerce/Depot for more information
12. Possess knowledge of concession prices and admission/membership rates
13. Performs related duties as required

### **PERIPHERAL DUTIES**

1. Sort lost and found items
2. Clean and organize lobby area during downtimes
3. Maintain knowledge of current promotions and discounts
4. Assist in setup, execution and cleanup of parties/special events

## WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, stand, sit, and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

Employee must have the ability and flexibility to work weekends, early morning and late evening, holidays and on call shifts.

Employee must be able to work in a busy atmosphere and be alert and aware of your surroundings at all times.

## DESIRED MINIMUM QUALIFICATIONS

1. Must be 16 years of age or older

## NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to learn history of Evans Plunge and communicate that history to the public
2. Ability to communicate clearly with guests and coworkers and possess excellent public relation skills
3. Experience in cash handling and balancing of cash registers; skilled in basic math including adding, subtracting, multiplying and simple division
4. Must possess a minimum knowledge of aquatics environment
5. Ability to multi-task and deal with multiple guests simultaneously, providing an excellent guest experience
6. Demonstrate an awareness and appreciation of the cultural diversity of the customers and the community

## APPLICATION REVIEW PROCESS

Formal application required, resume with experience, education, qualifications recommended; potential oral interview and reference check; job related tests may be required

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.