



The Jamestown Parks and Recreation Department is dedicated to providing and preserving the highest quality of parks and program services for our citizens as possible with the resources available.

Job title	Guest Service Coordinator
Reports to	Guest Service/Marketing Supervisor
Salary Range	\$22,000-\$28,000 annually
Classification	Full-time, Non-Exempt

Location

This position will be located at the Two Rivers Activity Center (TRAC). TRAC is a state-of-the-art recreation center designed to support health and wellness for all ages. Our cause is to make our community the best place to live and play by providing resources, programs and opportunities that promote health and well-being. Our work focuses on; health and wellness programming, recreational and leisure activities, and youth development.

We value;

- **Community-** We are all in this together.
- **Quality-** We provide an exceptional experience.
- **Integrity-** We act with high ethical standards.
- **Inspiration-** We believe in what we do to make a difference.

Job Summary

They will be the first point of contact for guests of TRAC and will be expected to treat guests with respect and a positive attitude as well as handling the flow of guests through TRAC and ensuring that all front desk responsibilities are completed accurately and delivered with high quality and in a timely manner. The Guest Service Coordinator will run all monthly reports and collect automatic withdrawals. This position will also complete additional duties as requested by the Leadership Team. The Guest Service Coordinator handles all member account information, payments, debts and collections as well as facility rentals.

Core Competencies

Guest Service

- Interacts with guests/families in a warm and friendly way.
- Listens to understand what guests/families have to say.
- Takes immediate action to meet guests/family requests or needs.

Safety

- Recognizes safety hazards and takes corrective action; seeking assistance when needed.

- Demonstrates knowledge of operational policies and procedures.
- Performs work safely, without causing harm or risk to self, others or property.

Mission and Values

- Demonstrates personal commitment to the Mission and Values of Jamestown Parks and Recreation and Two Rivers Activity Center.
- Initiates collaboration with others outside of service area.
- Models accountability for learning by sharing knowledge and learning from others.
- Regular and predictable attendance is required.

Interpersonal/Communication/Relationships

- Builds effective working relationships.
- Expresses appreciation to others for their work.
- Treats others with respect.

Equipment

- Demonstrates skill in use of equipment relevant to position; verbalizes knowledge of appropriate safety procedures.
- Identifies equipment problems; seeks out appropriate person to make repairs, consistently informs appropriate person of problems encountered with repairs or calibration of equipment.

Essential Duties and Responsibilities

- Delivers uncompromising guest service responding immediately to guest requests, inquiries and concerns.
- Serve guests/members by greeting them in a warm, welcoming manner and directing them appropriately.
- Maintain a positive relationship with guests in order to recruit and retain members.
- Remain calm and polite if guest issues arise.
- Answer, screen and forward any incoming calls while providing basic information when needed.
- Receive and sort daily mail/deliveries.
- Maintain security by following procedures, monitoring security cameras and controlling access via the Guest Services desk.
- Facilitate monthly automatic withdrawal
- Run and update all end of month reports
- Complete monthly audit of members
- Schedule all facility reservations
- Update REACH Display Advertising
- Update all advertising and music on TRAC Radio
- Facilitate monthly payments as well as manage all debt balances on member accounts.
- Make monthly Silver and Fit/Silver Sneakers/NIHCA submissions

- Assist in training new employees.
- Perform other duties as delegated by the TRAC Leadership Team.

Qualifications

Education:

- High school diploma or equivalent preferred.
- Experience with Microsoft Word and Excel preferred
- CPR and First Aide Certification (will provide course)

Experience:

- Experience involving service to the general public is preferred. Applicants must have a positive attitude and want to work in a fun, energetic environment. Problem solving skills are preferred as this position may involve solving guest issues. General accounting knowledge or experience is a plus.

Working conditions

This position will require the attendance at regular team meetings, trainings and special planned events. Applicants should have a flexible schedule as shifts may include nights and/or weekends.

All applicants will be subject to a criminal background check.

Physical requirements

The work environment characteristics described here are representative of those an employee encounters while performing 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, this employee is in an indoor setting where he or she may be subject to noise and distraction; may require muscular exertion and/or physical strain; requires use of fine motor skills to operate a computer, keyboard, and mouse, and must sit, stand, walk, bend, stoop, crouch and kneel. Must be able to speak, hear, and understand the English language. This employee occasionally is required to lift and/or move up to 50 pounds.

Direct reports

This position is not responsible for the direct supervision of other staff members.

Approved by:	<i>Amy Walters, December 1, 2018</i>
Date approved:	Board approved 12/10/2018
Reviewed:	12/1/2018