JOB DESCRIPTION	JOB TITLE:	Guest Services Representative	
	Job Location:	SOHO Nordic Center	Code: 753
	Reports to:	Public Ops Senior Manager	Pay Grade: 2
	Function Area:	Public Programs	Type: Full Time/Part Time Non-Exempt

Job Title: Guest Services Representative

Major Tasks, Responsibilities and Accountability

- Present a professional and knowledgeable welcome to athletes, coaches and guests.
- Maintain excellent customer service while interacting with public, coaches and athletes.
- Responsible for the daily operation of the Guest Services Desk area, follow set-up, open, close and communication protocols.
- Explain and sell tubing, Nordic ski passes, and ski rentals to guests.
- Check-in guests for tubing and ensure all guests have signed a waiver via smartwaiver,
- Coordinate sport program registrations with athletes, including entering waivers and registrations occurring on-site.
- Responsible for providing the public with current events information, answering questions about Solider Hollow functions and Team SoHo Programs.
- Verify opening and closing till amounts, and deposits from previous day.
- Assist in receiving inventory, inventory control and selling inventory for Retail Shop and Concessions.
- Answer incoming telephone calls from public and book tubing over the phone.
- Maintain cash/credit drawer, close out properly after each shift.
- Assist with any additional administrative and projects duties as assigned by Lead, Supervisor or Manager.
- Keep work area clean, clear and organized.
- Conduct seasonal customer satisfaction surveys.
- Other duties as assigned.

Required Knowledge and Essential Skills

- Experience working with the public.
- Friendly manner and excellent communications skills.
- Superior organizational, coordination, multi-tasking abilities with strong attention to detail.
- Must enjoy working in a team environment.
- General knowledge of Soldier Hollow Nordic Center, its purpose, and use for the future of Utah.
- Self-starter attitude. Ability to work with little supervision once daily direction has been given.
- Willing to be flexible, completing additional tasks as needed, such as serving as parking attendant, ticket sales, or filling in for other staff when needed.
- Strong computer skills including proficiency with PC applications and Microsoft office programs.

Minimum Qualifications

- Minimum 18 years of age.
- Flexible work schedule – must be available to work days, evenings, weekends and holidays.

Environmental Job Requirements

- Ability to work outdoors in all temperature/weather extremes.

Physical Requirements

- Ability to lift 20 pounds.
- Must be able to stand on feet for extended time.
- Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.
- Hearing – to converse with others in a normal conversation.
- Balancing, bending, climbing, kneeling, walking, pushing, reaching above shoulders, and sitting.

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Required In-House Training

- UAF Orientation
- Sexual Harassment
- Drug & Alcohol
- Hazardous Communications Program
- Tour training (van operations included)
- Host desk training
- Ticket sales (computer system)
- Customer service
- Radio protocol
- Company Cell phone policy
- 10-81 procedure

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of the job description at any time without prior notice.