


<p><b>JOB DESCRIPTION</b></p> 	<p><b>JOB TITLE:</b>            <b>Guest Services Representative</b></p> <p><b>Job Location:</b>        <b>Utah Olympic Park</b>            <b>Position Code: 601</b></p> <p><b>Reports to:</b>            <b>Guest Services Manager</b>    <b>Pay Grade: 2</b></p> <p><b>Function Area:</b>        <b>UOP Programs</b>            <b>Type: Full Time/Part Time</b>  <b>Non-Exempt</b></p>
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**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.
- Give guided tours of the facility to public during normal operating hours and during special events.
- Explain and sell all rides, activities, packages and passes to guests.
- Collect all participatory paperwork and fees, waivers, and registration forms.
- 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 Park functions and UOP Programs.
- Conduct check-in of track-side athletes and faxing sign in sheets to the tower, winter only.
- Conduct bobsled orientation for winter Comet rides.
- Manage check-out sheets and collect collateral (EOP, weight room, push track, dvd player, remotes, fitness room, radios, etc).
- Verify opening and closing till amounts, wristbands 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 regarding UOP programs.
- Maintain cash/credit drawer, sell tours and conduct daily participant check-in.
- Assist with any additional administrative and projects duties as assigned by Lead, Supervisor or Manager.
- Keep work area clean, clear and organized.
- Responsible for day-to-day oversight of museum.
- Conduct seasonal customer satisfaction surveys.
- Staff ticket booth as needed.
- Safe operation of Park vehicles.
- Other duties as assigned.

***Required Knowledge and Essential Skills***

- Experience working with the public.
- Friendly manner and excellent communications skills, ability to speak in front of groups, give venue tours.
- Superior organizational, coordination, multi-tasking abilities with strong attention to detail.
- Must enjoy working in a team environment.
- General knowledge of the Utah Olympic Park, 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.
- Customer service experience a plus.

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## Job Title: Guest Services Representative

### **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.***