


JOB DESCRIPTION	JOB TITLE: Guest Services II	
	Job Location: Utah Olympic Oval Reports to: UOO Guest Service Supervisor Function Area: UOO Business Operations	Position Code: 300 Pay Grade: 3 Type: Part Time Non-Exempt

Job Title: Guest Services II

Major Tasks, Responsibilities and Accountability


- Proficient in ice skating
- Have knowledge of daily events/activities going on at the Oval
- Keep work area clean, clear and organized
- Distribute and collect skate rental skates to guests
- Serve as event host/hostess for various facility events
- Work on daily duties and projects assigned by Lead/MOD
- File necessary paperwork
- Maintain a flexible working schedule
- Current and certified in First Aid
- Current and certified in Food Handling
- Verify opening/closing til amounts
- Verify deposits from previous nights' shifts'
- Enroll participants in programs, sell passes and gift certificates
- Administer forms, radios, packages and mail distribution
- Answer telephone and customer inquiries with knowledge and confidence
- Verify enrollment/punch pass participants are checked into system
- Verify High Performance weight room is clean and organized for athlete use
- Distribute and collect guest services evaluation cards
- Assist in receiving inventory, inventory control and selling inventory for Concessions and Proshop
- Serve as event host/hostess for various facility events
- Run reports for end of business closing
- File necessary paperwork

Required Knowledge and Essential Skills

- Ability to calculate figures and amounts such as rates, discounts and percentages
- Excellent communication skills and a friendly personality
- Ability to develop and maintain a strong rapport with both internal and external customers
- Work with the public and office administration to ensure high levels of customer satisfaction
- Proven organizational skills and detail oriented
- Strong problem solving skills and ability to handle high volume customer service activity in a professional manner
- Must enjoy working in a team environment
- Self-starter attitude
- Ability to manage multiple tasks effectively and efficiently
- Must be able to consistently meet deadlines and demonstrate accuracy and thoroughness
- Computer proficient with Microsoft Office software; point of sale software a plus

Minimum Qualifications

- Minimum 16 years of age
- Flexible work schedule

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Environmental Job Requirements

- While performing the duties of this job, the employee works near moving mechanical parts (printer, copier, fax machine)
- While performing the duties of this job, the employee regularly works both on and off ice skating surface
- Noise level in the work environment is usually moderate

Physical Requirements

- Ability to lift and or move up to 25 pounds
- Must be proficient in Ice Skating
- While performing the duties of this job, the employee is regularly required to skate, sit or stand; walk; use repetitive wrist movements; reach with hands and arms; climb stairs; balance; stoop; kneel, crouch or twist
- 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

Required In-House Training

- UAF Orientation
- Sexual Harassment
- Drug & Alcohol
- Hazardous Communications Program

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.