

**City of Fairmont
POSITION DESCRIPTION**

GUEST SERVICES

DEPARTMENT: Aquatics
FLSA CLASSIFICATION: Non-Exempt
REPORTS TO: Seasonal Aquatics Manager
SUPERVISES: None

DEFINITION: The Fairmont Aquatic Park Guest Service staff member is a positive, customer service oriented individual who is responsible for maintaining operations, assisting customers and serving food and beverage products at the Fairmont Aquatic Park.

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. The Essential functions listed below are intended as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them if the work is similar, related or a logical assignment to the position.

ESSENTIAL FUNCTIONS OF THE JOB:

- Possess general knowledge pertaining to overall site amenities, offerings, and operations.
- Assume all communication responsibilities; sound system operation, answering telephone calls, and communicating with facility guests.
- Respond to patron inquires/concerns and if needed, refer to management.
- Handle monetary transactions for front desk and concession patrons, including greeting and servicing guests, taking orders, accepting payments, and handling cash, checks, debit and credit cards.
- Perform cleaning duties, including but not limited to, front entrance/desk, concession stand, and food court areas.
- Understand and follow Minnesota Health Code requirements for food preparation, handling, and storage.
- Assess inventory and rotate stock.
- Attend and participate in staff training.
- Perform other tasks as necessary and assigned.

EQUIPMENT USED:

This position uses a variety of equipment. Such equipment may include, but is not limited to; computer, printer, telephone, radio, PA system, cash register, credit card terminal, various food preparation equipment which may include a hot dog roller, pizza oven, popcorn machine, and refrigeration and freezer units.

REQUIRED KNOWLEDGE AND ABILITIES:

- Cheerful and friendly disposition.
- Proficient in interacting with people of various ages from diverse backgrounds.
- Understanding and practice of positive customer service and the ability to tactfully handle a wide array of social situations.
- Cooperate and work well with other staff members.
- Honesty and accountability, when dealing with monetary transactions.
- Knowledge and understanding of accuracy when handling money and the ability to make change with and without a cash register.

- Ability to handle physical requirements of outdoor work.
- Ability to work under pressure in fast-paced situations.

MINIMUM QUALIFICATIONS:

- High School Diploma or in the process of obtaining a High School Diploma.
- Must be at least 16 years of age.
- Ability to lift and move 50 pounds.

CONDITIONS OF EMPLOYMENT:

- Must comply with organizational and departmental policies.

WORK SCHEDULE:

This is a seasonal position. The facility is operational 7 days a week; day, evening and weekend work is required. Hours are based on business and staff scheduling needs.

WORK ENVIRONMENT/PHYSICAL DEMANDS:

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.

This position requires the employee to work alone, with others, around others and have contact with the public.

This position will work primarily outdoors, with varying weather conditions, hot temperatures, and high exposure to the sun.

Activities that will **occur continuously**, 5-8 hours: sitting, walking, standing, lifting, carrying, reaching, hand/eye/foot coordination, hearing, repetitive motions.

This 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.

ACKNOWLEDGEMENT:

I have read this job description and fully understand the requirements set forth herein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand this job description does not constitute an employment contract with the City of Fairmont.

Employee Signature Printed Name Date