



10 Gateway Drive, Collinsville, Illinois 62234 • 618-346-7529 • (fax) 618-346-7530
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Job Description: Guest Services Manager

Department: Aquatics

FLSA Status: Exempt/Salaried

Immediate Supervisor: Guest Services Supervisor

Salary Range: TBD

Supervises: Guest Service Staff

Classification: Seasonal

JOB SUMMARY

Under the supervision of the Guest Services Supervisor, the guest services manager is responsible for performing routine tasks in planning, organizing, and coordinating parties, group reservations and private rentals. Guest Services Managers directly supervise staff and the day to day activities of the Guest Services department as well as perform essential functions to include serving as hosts/hostesses to guests, organizing programs, processing transactions, maintaining records, answering phones, and disseminating information. This position must be available to work evenings, weekends, and holidays in accordance with the operating hours of the waterpark

SPECIFIC DUTIES

- Responsible for overall coordination and implementation of parties, group reservations and private rentals
 - Determines and arrange appropriate facilities, staffing, supplies, and equipment
 - Coordinates purchase/delivery of supplies and services
- Responsible for all scheduling, training, and supervision of assigned staff in the Guest Services Office, Ticket Booth and Bag Check area. Communicates job duties, responsibilities, and expectations in a clear manner. Enforces district policies and procedures with all staff at all times. Leads by example.
- Assists in the evaluation of Guest Services and makes recommendations for modifications and improvements as needed
- Serves as host/hostess and general point of contact for all guests. E.G. Provides excellent customer service. Answers telephone, interacts with the public and answers questions; responds to inquiries from employees, visitors, customers, and others and refers, when necessary, to appropriate persons
- Provides accurate information to guests regarding admission, group and party rates, the various products sold in Guest Services, as well as general information about Splash City programs and events
- Conducts over the counter retail sales of merchandise. Accurately handles cash transactions and operation of Point Of Sale cash register
- Maintains sales counter, ticket booth and office in a clean, neat and organized manner to ensure proper appearance and comfortable environment
- Exercises proper stock and inventory controls. Restocks all items sold in Guest Services, and monitors inventory of products and general supplies and reports any discrepancies
- Completes assigned opening and closing duties and other reports/paperwork
- Use knowledge, critical thinking skills, judgement, and problem solving abilities to handle any unusual incidents or situations which may arise
- Manages the flow of scheduled parties, groups, and private parties. Works effectively with Cashiers and Aquatic staff to coordinate guests arrivals



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- Responsible for enforcing locker rental policy and procedures and ensuring all locker keys are accounted for daily
- Effectively disseminates information to guests using the waterpark PA system. E.G. emergency information, safety directions, general announcements, etc.
- Responsible for collection and security of lost and found items
- Attends all in-service trainings
- Actively supports District loss control/risk management programs by performing all job tasks within the rules and guidelines of the District's safety program
- Observes and reports unsafe conditions and/or issues to supervisor
- Performs other duties as assigned by supervisor

QUALIFICATIONS

- High School Diploma or GED equivalent
- 1-2 years customer service, sales, and or administrative experience required. Special event planning and coordination experience preferred
- Proficiency using various computer programs, including Microsoft Word, Excel, and familiarity with e-mail programs and the internet
- Capable of working outside in extreme temperatures for extended periods of time
- Enthusiastic self-starter who can work independently and as a part of a team
- Effective communication skills, both verbal and written
- Demonstrate multi-tasking, problem solving, and sound decision making abilities
- Provide quality, courteous customer service
- Capable of lifting up to 20 pounds
- Must be able to successfully pass an ISP Criminal Background Check
- Must hold Valid State Driver's License

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential duties, responsibilities, and requirement.