



10 Gateway Drive, Collinsville, Illinois 62234 • 618-346-7529 • (fax) 618-346-7530  
[www.CollinsvilleRec.com](http://www.CollinsvilleRec.com) • [info@collinsvillerec.com](mailto:info@collinsvillerec.com)

### **Job Description: Guest Services**

**Department:** Aquatics

**FLSA Status:** Non-exempt/Hourly

**Immediate Supervisor:** Guest Services Manager

**Salary Range:** Minimum wage

**Supervises:** NA

**Classification:** Seasonal

#### **JOB SUMMARY**

Under the supervision of the Guest Services Manager, the hours are flexible (15-40 hours per week) and include evenings, weekends and holidays

#### **SPECIFIC DUTIES**

- Ensure the efficient operation of parties, group reservations and private rentals by serving as host/hostess to guests
- Organize programs
- Process transactions efficiently
- Keep records
- Answer telephones and disseminate information
- Light maintenance duties
- Additional duties may include visiting local businesses to promote Splash City

#### **QUALIFICATIONS**

- High school diploma and prior organized and/or administrative experience.
- At least 18 years old, be bondable
- Able to see and hear guests and staff
- Computer knowledge and ability
- Able to accurately count money and fill out cash reports
- Must have excellent communication and organization skills
- Able to lift 40 pounds to chest height and able to lift and carry up to 20 pounds
- Able to think clearly and respond appropriately in an emergency

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 requirements.