

## Job Description

**Job Title:** Guest Services Attendant

**Classification:** Hourly Seasonal

**Supervisor:** Guest Services Manager

**Job Summary:** Responsible for the safe and efficient operation of the destination experiences while delivering exemplary guest service.

### Responsibilities:

- Engaging with guests by asking open ended questions to identify the guests' needs to help them maximize their experience.
- Maintain a clean and safe work environment. Constantly monitor immediate area and surroundings for trash and debris and assist in its removal as needed. Monitor and clean guest & team restrooms.
- Quickly reporting any safety concerns to management.
- Performing other duties as assigned.
- Beach Team:
  - Responsible for operating experiences, which includes the following: Welcome and greet guests, provide orientation information, safety instructions and ensure ADA compliance, assist guests with special access, evacuate the experience in the case of a shut down.
  - Properly issues and receives back equipment rental items. Conduct daily inventory of all items available for rental.
  - Identifies and communicates any equipment rental items that need repair and/or are no longer usable.
- Admissions Team:
  - Usage of Point of Sale system, while practicing proper cash handling procedures and ensuring the accuracy of funds.
  - Processing transactions for the sales of experience tickets, checking guests in, equipment rentals, and other offerings.
  - Offer enhancement items to improve the guest experience and maximize revenue.
- Snack Zone Team:
  - Processing food and beverage and merchandise sales and returns using Point of Sale system.
  - Preparing food following safe food handling procedures; includes cooking, serving and cleanup.
  - Offer enhancement items to improve the guest experience and maximize revenue.
  - Stocking and retrieving merchandise and supplies.

### Qualifications

- Must be energetic, self-motivated, and have a positive attitude!
- Must be able to work in a fast pace environment and move equipment pertaining to the experiences.
- Must be able to meet physical demands, including ability to stand for prolonged periods of time (2+ hours at a time).
- Must be able to lift at least 50 lbs.
- Must be able to work outdoors in hot, cold, and humid conditions.
- Must be able to work in an environment with loud noises.
- Must be able to read, write, communicate, and follow safety instructions and procedures. Required to follow an operations manual.
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Strong Customer Service orientation.



**Additional Information**

- WhoaZone is an equal opportunity employer.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.