Job Description

TITLE: Guest Services Attendant

REPORTS TO: Guest Services Assistant Manager or Manager

FLSA STATUS: Non-Exempt

Summary: Th Guest Services Attendant will be responsible for the safe and efficient operation of the destination experiences while delivering exemplary guest service.

Essential Duties: Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

1. **Guest Engagement & Experience Facilitation (35%)**

   - Welcome and engage guests using open-ended questions to identify needs and personalize their visit.
   - Provide orientation and safety instructions clearly and consistently across all experiences.
   - Deliver assistance to guests with special access needs in accordance with ADA guidelines.
   - Offer enhancement items to improve the guest experience and maximize revenue.
   - Respond promptly to guest inquiries or issues and escalate concerns to management as needed.

2. **Operational Support by Area (30%)**

   - Beach and Splash Monitor Team Duties:
     - Operate and monitor waterfront activities, ensuring all safety and operational procedures are followed.
     - Properly issue and receive rental equipment; maintain accurate inventory and report damaged/unusable items.
     - Assist with emergency evacuation of the experience when necessary.
   - Admissions Team Duties:
     - Use Point of Sale (POS) system to process transactions for tickets, rentals, and merchandise.
     - Maintain proper cash handling procedures and ensure accuracy of funds.
     - Check guests in efficiently and provide information to start their experience smoothly.
   - Snack Zone Team Duties:
     - Process food, beverage, and merchandise sales and returns using the POS system.
     - Prepare and serve food following health department standards and safe food handling procedures.

- Clean and restock merchandise and food supplies as needed.

3. **Facility Cleanliness & Safety (20%)**

- Constantly monitor assigned areas for trash, debris, and hazards; remove or report concerns.
- Maintain cleanliness of guest and team restrooms.
- Ensure a safe and visually appealing environment for guests and staff.
- Report safety or maintenance concerns immediately to management.

4. **Team Collaboration & Compliance (10%)**

- Participate in required team meetings and trainings.
- Follow all WhoaZone operating procedures, including safety and emergency protocols.
- Collaborate with other departments to ensure smooth daily operations and exceptional guest service.

5. **Other Duties as Assigned (5%)**

- Support all other aspects of WhoaZone operations as directed by leadership.
- May be asked to assist in secondary duties such as setup/breakdown, inventory control, or special events.

Supervisory Responsibilities: The Guest Services Attendant has no supervisory responsibility.

Qualifications: To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

Education/Experience:
- No prior experience or training.

Language Skills:
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of an organization.

Mathematical Skills:
- Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's.

- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability:
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:
- Ability to type and use a mouse. Basic operations in email and internet navigation.

Certificates, Licenses, Registrations:
- None

Intellectual Demands: The intellectual demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Intellectual Demands:	**Amount of Time**			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Problem solving	☐	☐	☒	☐
Communication - written	☐	☒	☐	☐
Communication - verbal	☐	☐	☐	☒
Money handling	☐	☐	☒	☐
Organization	☐	☒	☐	☐
Interpersonal skills	☐	☐	☐	☒
Calculating	☐	☒	☐	☐
Concentration	☐	☒	☐	☐
Creativity	☐	☒	☐	☐
Working with interruptions	☐	☐	☐	☒

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activities:	**Amount of Time**			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	☐	☐	☐	☒
Walk	☐	☐	☐	☒
Sit	☐	☒	☐	☐

Talk	☐	☐	☐	☒
Hearing/Listening	☐	☐	☐	☒
Use hands to finger, handle, or feel	☐	☐	☐	☒
Reach with hands and arms	☐	☐	☐	☒
Climb or balance	☐	☒	☐	☐
Stoop, kneel, crouch, or crawl	☐	☒	☐	☐
Taste or smell	☐	☒	☐	☐
Travel	☒	☐	☐	☐

Weight:	**Amount of Time**			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	☐	☒	☐	☐
Up to 25 pounds	☐	☒	☐	☐
Up to 50 pounds	☐	☒	☐	☐
Up to 100 pounds	☐	☒	☐	☐
More than 100 pounds	☐	☒	☐	☐

- Physical demand requirements listed are primarily applied to lifting boxes, life jackets, shaded seating and watercrafts, lifting/moving wibit inflatable pieces occasionally.
- Vision – Close vision (clear vision at 20 inches or less), Distance vision (clear vision at 20 feet or more), Peripheral vision (ability to observe an area that can be seen up and down or to the left and right, while eyes are fixed on a given point).
- Vision requirements listed are primarily applied to viewing computer screens for transactions, watching the water park and boaters from shore, monitoring employee behaviors from any distance.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

Environmental Conditions:	**Amount of Time**			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	☒	☐	☐	☐
Work near moving mechanical parts	☒	☐	☐	☐
Work in high, precarious places	☒	☐	☐	☐
Fumes or airborne particles	☒	☐	☐	☐
Toxic or caustic chemicals	☒	☐	☐	☐
Outdoor weather conditions	☐	☐	☐	☒
Extreme cold (non-weather)	☒	☐	☐	☐

Extreme heat (non-weather)	☒	☐	☐	☐
Risk of electrical shock	☐	☒	☐	☐
Work with explosives	☒	☐	☐	☐
Risk of radiation	☒	☐	☐	☐
Vibration	☒	☐	☐	☐

- Environmental – Job requires work outdoors with workers unprotected and exposed to the elements. This does not include the commute to/from work.
- Noise – Moderate noise (examples: business office with computers and printers, light traffic)

Acknowledgement:
I understand that this position description is not an exhaustive list of all functions that I may be required to perform, and I may be required to perform additional functions. Additionally, the company reserves the right to revise the job description at any time.

I acknowledge this position description was reviewed with me and a copy was provided to me. I agree to and accept the terms and conditions and acknowledge this does not represent a contract of employment, and that employment at Commercial Recreation Specialists is employment at-will, which may be terminated at the will of either the company or myself.

_____ _____
Employee Signature Date

_____ _____
Supervisor Signature Date