Job Description

TITLE: Guest Services Supervisor

REPORTS TO: Guest Services Assistant Manager or Manager

FLSA STATUS: Non-Exempt

Summary: This Guest Services Supervisor will provide overall leadership, supervision, and direction on strategic initiatives and operating standards to positively impact business results. Responsible for maximizing the guest and team experience, while ensuring operational efficiency & maximizing revenue. Ensures guest service, show quality, and safety standards are being enforced to the highest standard, and resolving issues that arise.

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

1. Supervision & Leadership (30%)

- Inspires a team environment that provides exceptional guest service while directing the team and ensuring all team members perform at a consistently high level.
- Leads and influences staff through effective motivation, leveraging individual strengths to ensure guest satisfaction and maximum productivity.
- Administers and assists in resolving employee issues with various training and quality programs.

2. Operations (50%)

- Oversee the day-to-day operation of an outdoor Water Based Family Recreation Destination, located on a beach/lakefront and includes an inflatable aqua park, watercraft rentals, concessions, retail & ticket sales.
- Performs all operational duties related to the daily opening and closing of experiences, including balancing, and cashing out employees at the end of their shifts. Completes opening and closing checklists for operational readiness. Inspects the work environment including equipment, team and ensures operational safety.
- Accountable for maintaining expert-level knowledge of all products and services, technology, and departmental operating policies and procedures.
- Responsible for disseminating new information, procedures, and programs.
- Participates in site safety evaluations.
- Monitor guest & team experience and related programs throughout the park.
- Responsible for assisting with managing inventory and controlling expenses.
- Maintains a safe, clean, and secure environment for all guests and team members.
- Continuously improves operational execution through attention to detail and adherence to Empire Recreation Management operating standards.
- Performing other duties as assigned.

3. Human Resources (20%)

- Responsible for staff coaching.
- Ensures execution of staff training programs.
- May assist with interview process.

Supervisory Responsibilities: The Guest Services Supervisor has supervisory responsibility for the Giest Service Attendants & Lifeguards, including approximately 15-25 direct reports.

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:
- One year certificate from college or technical school.
- Three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills:
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills:
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:
- Ability to use/navigate the Internet and email, computers, word processing, manipulate data in databases, graphics and multimedia, and spreadsheets.

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 & watercrafts and 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 screen 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 – Loud (examples: metal can manufacturing department, large earth-moving equipment

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