



*Department of Auxiliary Services*  
*Guest Services Representative*

*Position Type:* Temporary Part-Time, Temporary Full-Time *Pay Rate:* \$17-\$20/hr

*Reports to:* Shift Supervisor, Guest Services Manager, Director of Auxiliary Services

The Guest Services Representative is the liaison between the public and Community Boating. The position is responsible for welcoming guests to the facility, acting as the first point of contact for everyone who enjoys our programs. Incumbents will be responsible for greeting guests, processing transactions, and handling inquiries, requests, and complaints or escalating them to the appropriate person.

Candidates must be able to:

- Demonstrate excellent customer service skills
- Communicate, read, and write effectively in English
- Operate computer systems, business phones and radio equipment
- Work in a fast paced and dynamic work environment
- Adhere to company policies and standard procedures
- Multitask effectively

Duties include:

- Greeting guests, providing prompt and courteous service
- Processing transactions
- Answering business phone lines
- Monitoring email
- Responding to customers in person, by phone and email
  - Provide accurate information in response to guest inquiries
  - Escalate requests and complaints to the appropriate person
- Maintaining workstation in a clean and tidy manner
- Other duties as assigned by shift supervisor

