Guest Services Representative for the Ice Arena

Description:

The Guest Services Representative’s main responsibility is to hold a high standard of quality customer service at the KSU Ice Arena.

Responsibilities:

• Adhere to all policies and procedures set forth in the Ice Arena Staff and Department Manual.
• Answer the telephone, process and verify activity registrations and party reservations, enforce the locker room policy.
• Provide quality customer service to all patrons.
• Effectively respond to all emergency situations and provide care as needed.
• Complete all necessary paperwork and training inherent to the position, such as completing training checklists and attending all mandatory training events within the department.
• Maintain regular cleaning schedule for the Guest Services Area.
• Assist with general upkeep and cleanliness of the facility, such as opening and closing procedures and spring shutdown.
• Attend monthly staff meetings.
• Assist the Facility Supervisor and Student Manager as needed
• Other responsibilities include; cash handling, food preparation, and ice aid during public skates.
• Perform other job related tasks as assigned.

Requirements:

• Bureau of Criminal Investigation Background Check
• American Red Cross Standard First Aid & CPR/AED-PR Certification
• Blood borne Pathogen Training
• Effective organizational and time management skills.
• Effective interaction and communication skills with staff members and patrons.
• General knowledge of the facility, policies and procedures, and amenities available to members and guests.
• Ability to work under pressure and respond appropriately to emergency situations
• Demonstrate leadership ability.
• Understanding of basic hockey and figure skating knowledge is recommended but not required