



J O B D E S C R I P T I O N

POSITION: **GUEST SERVICE LEAD/ BARISTA (ACTIVITY SPECIALIST I)**

WAGE: **\$13.10 - \$13.70 - \$14.34 - \$14.99 - \$15.69 PER HOUR**

JOB DESCRIPTION

The Guest Services Lead/ Barista is responsible for providing the highest quality of guest service to all guests. The Guest Services Lead is expected to work weekends and holidays on a regular basis.

EXAMPLES OF DUTIES (This is a general description of duties and is not all-inclusive)

- Provide outstanding guest service while performing assigned duties, including interpreting and conveying information throughout the Park
- Assist the Food Service/Catering and Sales Coordinators in creating and maintaining department work schedules
- Assist the Food Service/Catering and Sales Coordinators in supervision of Guests Services Team Members and line cooks
- Assist in completing position charts for each shift on a daily basis
- Complete all daily opening and closing tasks in a timely manner
- Process all overrides in the absence of the supervisor
- Assist in department training, the training of cashiers and line cooks
- Assist in protecting and safeguarding all property assets
- Accurately complete all transactions on POS in a timely manner
- Complete accurate transaction reports including cash, coupon, credit card, complimentary sales and daily sales for each cart, cashier host after each shift
- Accurately monitor food & beverage stock
- Monitor uniform codes for acceptable/unacceptable clothing and other objects
- Resolve guest/associate concerns tactfully and as needed
- Perform other duties as assigned

SUPERVISION EXERCISED AND RECIEVED

The Coordinator and WaterPark Manager supervise this position

MINIMUM QUALIFICATIONS

- Must be a minimum of eighteen (18) years of age
- Must have a high school diploma or GED and one year college or one year summer work/volunteer experience
- Must be able to maintain a high degree of confidentiality in performing all aspects of their assigned responsibilities
- Must successfully complete the required Leadership Training prior to opening
- Must have basic computer knowledge
- Must have previous experience in the use and knowledge of the POS system and cash handling
- Must have the ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedures manuals.

- Must have excellent organizational skills and be able to multi-task
- Must follow all departmental policies and procedure
- Must be able to effectively assist with the supervision of up to 10 young adults
- Must be a team player and partner with other Associates in order to complete the assigned tasks
- Must establish and maintain productive relations and positive attitude with and toward others and accomplish all duties in a positive manner
- Must pass the required Cashier Standard Operating Procedures training and test
- Must assist the assigned staff when needed and fill vacant positions as need arises or as the business volume requires
- Must be willing and able to work days, nights, weekends, holidays, and overtime as required
- Must obtain or possess a valid food handler card valid in Alameda County.
- Must be able to handle the following physical requirements:
 - Must be able to use a computer throughout the assigned shift
 - Must be able to Bend, kneel, stoop, push or pull throughout shift
 - Must be able to lift 50lbs
 - Must be able to work in extreme weather and heat
 - Must be able to walk/stand for extended periods, sometimes in excess of 4 hours
 - Vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

REQUIREMENTS FOR EMPLOYMENT

- Must be able to handle sensitive and/or stressful situations or information with tact, discretion and significant awareness of confidentiality
- Must effectively communicate with adults and children from a variety of cultural backgrounds
- Willingness to comply with suspected child abuse reporting (11166.5 PC)
- Employees are required to be certified in Adult/Child CPR & First Aid from American Red Cross, American Heart Association or supervisor approved equivalent. Employees must be certified within 30 days of hire date or prior to the first day of work, whichever occurs earlier.
- Fingerprinting and TB test are required
- Must submit verification of legal right to work in the United States as a condition of employment

SELECTION PROCESS

Qualified applications will be evaluated based on related experience and quality of presentation. The most highly qualified applicants will be invited to an oral interview. Applicant evaluations may include a written and physical test. Satisfactory candidates will be placed on an eligibility list. Placements are anticipated immediately after the list is established. Some placements may be assigned to emphasize public education as the City's needs require.

APPLICATIONS MAY BE OBTAINED AT

City of Fremont, Recreation Services Division
 3300 Capitol Avenue, Building B, Fremont, CA 94538
 Or www.fremont.gov

For further information regarding this position, please call (510) 790-5529

**THE CITY OF FREMONT IS AN EQUAL OPPORTUNITY EMPLOYER.
 WE DO NOT DISCRIMINATE ON ANY BASIS.**

The Recreation Services Division will make reasonable efforts in the examination process to accommodate persons with disabilities and for religious reasons. Please advise us of special needs in advance of the examination by calling (510) 494-4347.

Some positions may require a health evaluation.

The information contained herein is subject to change and does not constitute either an expressed or implied contract.