



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

POSITION: **GUEST SERVICE TEAM MEMBER (RECREATION LEADER)**

WAGE: **\$11.00 - \$11.50 - \$12.03 - \$12.58 - \$13.16 PER HOUR**

JOB DESCRIPTION

The Guest Service Team Member is responsible for providing the highest quality of guest service to all guests. The Guest Service Team Member 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
- Complete all daily opening and closing tasks in a timely manner
- Assist in protecting and safeguarding all property assets
- Complete all point of sale transactions accurately and in a timely manner
- Accurately count til amounts at the beginning and end of each shift
- Report transactions accurately including cash, coupon, credit card and complimentary sales
- Assist in preparing food and guest orders
- Resolve guest or associate concerns tactfully and as needed
- Assist with Park events as directed
- Monitor entrance and exit of guests at admission gates and accurately record hourly admission counts from each turnstile while directing a large amount of guests through turnstiles
- Process season pass holders accurately and in a timely manner
- Perform all other duties as assigned

SUPERVISION EXERCISED AND RECEIVED

The position is supervised by the Guest Service Lead and the Food Service/Catering Coordinator.

MINIMUM QUALIFICATIONS

- Must be a minimum of sixteen (16) years of age
- Must have basic computer knowledge
- Must maintain positive and productive working relationships with others
- Must have the ability to read and interpret documents such as safety rules, operating / maintenance instructions, and procedure manuals
- Must have excellent organizational skills and be able to multi-task
- Must be team player and partner with other team members in order to complete the assigned tasks
- Must complete the required Cashier Standard Operating Procedures training and pass the test
- 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.
- Physical requirement include:
 - Must be able to walk and stand for extended periods of time
 - Ability to walk up and down stairs
 - Ability to lift and maneuver at least 50 pounds
 - Ability to bend, kneel stoop, push, and pull
 - Work in an outdoor environment with wet conditions and extreme heat or direct sunlight
 - 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 on the basis of 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.