



## **Guest Services Representative**

### **Whitney Recreation Center**

#### **Highlights**

Delivering quality park and recreation opportunities to our community is serious work and serious fun! St. Cloud Park & Recreation is recruiting positive and enthusiastic individuals from all backgrounds to deliver quality customer service to our members and guests.

*Flexible Work Schedule*

*Competitive Pay*

*Make a Difference in the Community*

#### **Pay**

- \$15-17 per hour
  - Pay rate based on qualifications and experience
- Part-Time (Year-Round), Not Benefit Eligible

#### **Whitney Recreation Center Hours**

Monday-Thursday	6 am-9 pm
Friday	6 am-8 pm
Saturday	7 am-6 pm
Sunday	Closed, Open if Private Rentals

\*Hours may vary based on programming and rentals.

Work anywhere from 10-29 hours weekly!

#### **Typical Duties Performed**

- Greet members and guests, establishing positive public relations and knowledge of the facility and department to answer any questions.
- Work with all abilities and ages in a fun and safe environment.
- Work independently and as part of a team.
- Process and update memberships.
- Collect payment and registrations for programs, events, and facility rentals.
- Accurately handle all cash transactions and accurately record items sold.
- Enforce all facility rules and policies, maintaining a consistent discipline policy for all participants.
- Ensure the safety of all participants by preventing and responding to emergencies.
- Distribute requested athletic equipment to users and ensure its return and proper storage.
- Set up and take down tables, chairs, bleachers, and rugs for various rentals and programs.
- Follow work direction and keep the Recreation Supervisor and Recreation Programmers informed of any concerns.
- Complete any necessary records and reports on attendance, receipts, accidents, and/or incidents.
- Clean the facility and restrooms.



- Acknowledge and follow proper food handling procedures.
- Correctly operate all food service equipment.
- Open and close the facility safely and securely.
- Inspect the facility before and after your shift and report unsafe conditions or equipment.
- Other duties as assigned.

### **Qualifications**

*What is needed to apply for this job?*

- Job seekers should be age 16 or older
- Previous customer service experience
- Current CPR-AED/First Aid certifications or will to be certified
- Availability to work a variety of hours, including daytime, evenings, and weekends
- Knowledge of accurate cash handling and receipts
- Strong conflict resolution skills and ability to adapt in unforeseen situations
- Proficiency in Microsoft Office products including Outlook, Word, and Excel
- Ability to work effectively with a wide range of ages in a diverse community
- Weekend availability
- Ability to lift/move 50 pounds

*You May Be a Great Fit if You Have:*

- One (1) or more years of experience working in a customer service-based position
- Ability to display courtesy, patience, and friendliness
- Participated in activities, sports, clubs, or other groups

### **Here's what staff members have said about working at Whitney Recreation Center:**

*"I appreciate the flexibility of scheduling time for me to work, and they understand that we have other things we may need to take care of."*

*"I love working at the Whitney Recreation Center because there is always a friendly and inviting environment always present amongst staff and everyday patrons! I have also been able to learn many new and helpful skills throughout my time working here!"*

Located in central Minnesota, Whitney Recreation Center & Sports Complex serves as the recreation hub for the St. Cloud area. St. Cloud Park & Recreation offers activities for all ages at Whitney, from basketball, volleyball, pickleball, and a walking track and fitness room indoors, to baseball, softball, soccer, ultimate frisbee, and special events outdoors. Whitney Recreation Center & Sports Complex employs an average of 5 full-time supervisory year-round employees, 20 part-time year-round employees, and 40 part-time seasonal employees. Visit our website to learn more at <https://www.ci.stcloud.mn.us/1833/Park-Recreation!>