

<b>Job Title</b> Guest Services Representative	
<b>Hourly Pay Rate</b> \$17.00	<b>Time-base</b> 119-day Part-time, Seasonal, Temporary
<b>Job Overview</b> This position provides a variety of customer service functions (e.g., customer relations, giving directions, providing information, problem solving, lost and found services) in order to create the ultimate guest experience.	
<b>Duties and Responsibilities include, but are not limited, to the following:</b> <ul style="list-style-type: none"> <li>) Greets guests with a friendly smile and warm welcome/thank you.</li> <li>) Provides prompt and courteous service by evaluating guests' needs through empathy, listening, specific questioning, and effectively resolves matters through appropriate action, service, or solution.</li> <li>) Gives directions to guests to different areas of the facility such as restrooms, concession stands, exhibits, shows, stages, retail spaces, and other key locations.</li> <li>) Interacts with guests to provide accurate information and assistance to ensure guests have an enjoyable experience.</li> <li>) Answers phone to provide information, assistance, or to resolves guests complaints.</li> <li>) Identifies and maintains lost and found items.</li> <li>) Assists guests with mobility or sensory needs.</li> <li>) Keeps abreast of information in order to answer questions and concerns with timely and knowledgeable responses in person or on the phone.</li> <li>) Performs other related duties as assigned or requested when needed.</li> </ul>	
<b>Qualifications</b> <ul style="list-style-type: none"> <li>) Excellent customer service, communication, and problem-solving skills.</li> <li>) Ability to work cooperatively with team members and others.</li> <li>) Ability to drive a cart is a plus.</li> </ul>	
<b>Working Conditions</b> <ul style="list-style-type: none"> <li>) Work is indoors and outdoors.</li> <li>) Outdoor work may involve some exposure to weather conditions.</li> <li>) Stands, walks, and/or moves for sustained periods.</li> <li>) Works a flexible schedule including nights, weekends, and holidays when necessary.</li> </ul>	