



CITY OF CHASKA
invites applications for the position of:

Guest Services Lead - Curling & Events

SALARY:	\$19.85 - \$22.97 Hourly
DEPARTMENT:	Parks & Recreation
DIVISION:	Curling & Event Center
OPENING DATE:	11/18/21
CLOSING DATE:	12/31/21 11:59 PM
FLSA STATUS:	Non-Exempt
REPORTS TO:	Curling & Event Center Manager
JOB SUMMARY:	

The Guest Services Lead - Curling & Events supports the overall building operations at the Curling & Event Center during their scheduled time, primarily nights and weekends. In addition to performing on-going customer service duties, this position provides supervision and leadership of all the scheduled events, programs and services in the building, and is responsible for administering and enforcing facility rules and policies. The position effectively handles a variety of customer service situations and is responsible for fostering superior customer and employee relations. This position is responsible for ensuring a fun and safe environment.

Posting open through 12/31/21 or until filled

RESPONSIBILITIES:

1. Provide superior customer service and strive to create a positive customer experience.
2. Assist in overseeing facility operations and programming with a strong focus on safety, facility cleanliness, customer service and staff productivity to ensure the highest quality of services.
3. General building custodial tasks - ensuring restrooms, locker rooms, Welcome Hall, and Players' Lounge are clean and supplied, floors are vacuumed, garbage cans monitored.
4. Oversees and performs all office support tasks including ActiveNet transactions, point of sale, reservation management, modifying permits, taking payments, and entering league scores.
5. Enforce Curling & Event Center policies by conducting frequent walk throughs of the building. Supports other part-time staff in enforcing established policies and procedures.
6. Remain actively visible and engaged with staff and customers in the facility during open hours of operation.
7. Serve as the primary on-site contact person for staff and patrons. This includes handling any conflict in a professional and courteous fashion, following up with guests and supervisor on any incidents.
8. Provide leadership and support in the absence of direct supervisor and assists in overall operations of the facility

9. Play an active role in ice maintenance. This includes pebbling for league games/special events. Would be trained.
10. Oversee and perform opening/closing procedures at the end of the business day as needed.
11. Complete facility reports including, but not limited to, injury reports, damage reports, and incident reports.
12. Customer service for corporate and event inquires. Book (permit) events, take payment, modify permits, communicate with customer and monitor emails and phones. Assist with tours.
13. Assist with onsite rentals and events as needed. This includes responding to all inquiries, lifting and setting up/tearing down tables and chairs.
14. Support with on-the-job training for new part-time staff.
15. Communicates effectively with management team.
16. Perform other duties as assigned.

QUALIFICATIONS:

Education and Experience

- Must be 18 years of age or older
- High School diploma or GED equivalency
- Minimum one year of experience in recreation, customer service, or other closely related field
- 1 year of experience at the Chaska Curling & Event Center in customer service role preferred
- Previous customer service experience is required
- American Red Cross CPR/First Aid/AED Certification or ability to obtain within three months of hire date.

Knowledge, Skills, and Abilities

- Must be highly motivated and take direction well
- Time management and organization skills
- Knowledge of curling and event programming, facility operations and customer service principles
- Patient, reliable and responsible team player
- Ability to communicate effectively with staff and patrons
- Ability to perform multiple functions at once; work productively without supervision within policies and procedures; provide superior customer service and successfully interact with coworkers, customer and supervisors while managing multiple customers and events; handle cash flow with accuracy in adherence to established procedures
- Demonstrated cultural awareness and sensitivity

EQUIPMENT, MENTAL & PHYSICAL DEMANDS:

Equipment Used

- Telephone
- Computer
- Credit card machine
- Calculator
- Printer/fax/scanner
- Ice-making equipment making equipment (pebbler, brooms, shovels, etc.)
- Cleaning and other maintenance/custodial equipment
- Other common office equipment

Mental Effort

- Attention to safety standards, procedures, and practices

- Ability to multi-task and remain highly organized
- Ability to work alone
- Effectively and professionally communicate with the public

Physical Requirements

- Bending, sitting, stooping, squatting, walking
- Operate a vacuum or other cleaning equipment
- Lift and transport garbage and recycling bags to dumpsters (up to 50 lbs)
- Ability to walk backwards on ice with 40-50 lbs on back

Working Conditions

- Indoor office
- Indoor ice arena
- Occasional outdoor grounds/park
- Occasional noisy environment
- Exposure to cleaning chemical elements

APPLICATIONS MAY BE FILED ONLINE AT:

www.chaskamn.com

1661 Park Ridge Drive
Chaska, MN 55318
952-448-5633

hr@chaskamn.com

Position #21-00038
GUEST SERVICES LEAD - CURLING & EVENTS
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