



The Jamestown Parks and Recreation Department is committed to offering quality recreational opportunities and services to make the community the best place to live and play.

Our Core Values: Community, Excellence, Integrity, Accessible for all, Ongoing Improvement, and FUN!

Job Title: Guest Service Attendant
Reports To: Guest Service Supervisor
Classification: Operations I
Salary Range: \$9.45 - \$18.90 hourly
FLSA Status: Part time Non-Exempt Hourly
Location: Two Rivers Activity Center (TRAC), Jamestown, ND 58401

Job Summary: Under the general supervision of the TRAC Guest Service Supervisor, the Guest Service Attendant will be the first point of contact for guests of TRAC and will be expected to treat guests with respect and a positive attitude as well as handling the flow of guests through TRAC and ensuring that all front desk responsibilities are completed accurately and delivered with high quality and in a timely manner.

Essential Duties and Responsibilities:

- Delivers uncompromising guest service responding immediately to guest requests, inquiries and concerns.
- Serve guests/members by greeting them in a warm, welcoming manner and directing them appropriately.
- Maintain a positive relationship with guests in order to recruit and retain members.
- Remain calm and polite if guest issues arise.
- Answer, screen and forward any incoming calls while providing basic information when needed.
- Receive and sort daily mail/deliveries.
- Maintain security by following procedures and controlling access via the Guest Services desk.
- Perform other duties as required or assigned which are reasonable within the scope of the duties of this job classification.
- Upholds JPRD values and works to fulfill the mission of the organization.

Qualifications:

Education

- High school diploma or equivalent preferred.
- CPR and First Aid Certification (will provide course).

Experience

- Experience involving service to the general public is preferred. Applicants must have a positive attitude and want to work in a fun, energetic, fast paced environment.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position will require the attendance at regular team meetings, trainings and special planned events. Applicants should have a flexible schedule as shifts may include nights and/or weekends.

Physical Requirements:

While performing the duties of this job, this employee is in an indoor setting where he or she may be subject to noise and distraction; may require muscular exertion and/or physical strain; requires use of fine motor skills to operate a computer, keyboard, and mouse, and must sit, stand, walk, bend, stoop, crouch and kneel. Must be able to speak, hear, and understand the English language. This employee occasionally is required to lift and/or move up to 50 pounds.

Direct Reports: None

AAP/EEO Statement:

Jamestown Parks and Recreation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Jamestown Parks and Recreation complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Approved by:	<i>Amy Walters, TRAC Facility Manager</i>
Date approved:	<i>June 26, 2017</i>
Reviewed:	
Date:	<i>10/23/2023</i>