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## **Oaks Park Event Host Job Description**

**Reports to:** Events Supervisor and Marketing and Events Director  
**FLSA:** Hourly  
**Approved By:** Chief Executive Officer, HR Director, Marketing and Events Director

### **Position Summary:**

As an Oaks Park Events department team member, you will be responsible to welcome and greet customers, answer questions and provide excellent customer service to contribute to an overall low stress, memory-making experience in our community. You will be the liaison for the event organizer to ensure their event is moving smoothly within the park. You will help set the tone for each guest who visits Oaks Park by keeping the events organized for all guests.

### **Essential Duties, Job Responsibilities, and Requirements:**

- Prepare event areas and set up contracted equipment according to event paperwork.
- Greet event organizers and review event details as you are the point of contact for the organizer.
- Ensure event receives all materials and services in event contract.
- Work with other internal departments to fill event needs.
- Maintain cleanliness of the event areas during all events. (remove garbage, etc.)
- Maintain safety standards, cleanliness, and coordinate cleaning projects as needed.
- Occasional light food and beverage service duties.
- Identify and address any issues or problems through written communication with supervisor or director.
- Respond to difficult customer service situations.
- Promote guest satisfaction through excellent interaction, team member efficiency, and area cleanliness.
- Perform other duties as assigned which may not be listed above. These duties may change without notice.

### **Qualifications:**

- Must be 18 years or older
- Have a current food handler's card or obtain within 30 days of hire.
- Must have an OLCC servers permit or obtain one within 30 days of hire
- Follow and enforce all park policies and safety procedures.

### **Knowledge, Skills, and Abilities:**

- Ability to communicate professionally, courteously, and in an upbeat manner.
- Motivated self-starter who enjoys staying busy.
- Able to think on your feet and adapt quickly to change.
- Able to use point of sale system and credit card readers.
- Ability to consistently set a positive example and be a team player.
- Excellent organizational skills and manage your time effectively when working unsupervised.
- Ability to adapt and adjust to changes as needed.
- Dependable and a self-starter.
- Ability to follow and execute operating plans and safety protocols.
- Ability to maintain a high standard of courteousness, guest service, and cleanliness of park areas.
- Able to always be on time for all scheduled shifts.

### **Physical Demands:**

- Constantly walking for extended periods.
- Constantly using hands for grasping and holding objects to perform duties.
- Able to twist, bend, stoop, reach and or kneel.
- Able to lift up to 40 pounds in place or move across a distance.
- Able to stand for several hours at a time.
- Able to tolerate extreme weather conditions
- Able to use cleaning materials and products.

### **Schedule:**

- MUST be able to have flexible availability, with the ability to work during daily operations, including evenings, weekends, and holidays.

### **Wage:**

- This is a part-time position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. Starting wage is \$14.75 an hour, depending on experience.

### **Benefits:**

- At Oaks Park, some amazing employee perks include, 2 free department work shirts, free rides and roller skating, discounts on food and in our gift shop, REAP card (while supplies last), which allows an employee and a guest to visit several other Non-Profit venues within the state, along with a GREAT FUN atmosphere to work in.

Oaks Park welcomes people from all walks of life and is an inclusive workplace. We believe a great team makes the dream work! Oaks Park is a drug-free workplace, and pre-employment drug screen and background check are required.