



## **Oaks Park Guest Relations Job Description**

**Reports to:** Guest Services Manager, Midway Manager, or Security Director

**FLSA:** Hourly

**Approved By:** Chief Executive Officer, HR Manager, and Security Director

### **Position Summary:**

As a Guest Relations Team Member under supervision, you will welcome and greet guests, answer questions, and provide excellent customer service. Your primary function will be to provide park “education and information” to guests. You will also provide guest transportation as needed to and from vehicles and be trained to work as a park cashier/guest services team member. You will be responsible for patrolling the parking lot and issuing parking violations. You will also assist with parking lot traffic. You set the tone for each guest who visits Oaks Park through your positive attitude and assisting with keeping the guest services area looking great.

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

- Welcome and greet customers, answer questions, and provide excellent customer service to contribute to an overall memory-making experience.
- Provide consistent, friendly, and helpful service to guests and coworkers.
- Assist with crowd control and line management for the park and rink as needed throughout the park, including the roller rink.
- Provide information to Security and management, being the “eyes and ears” of the park.
- Transport customers to and from vehicles in golf carts. Escort vehicles to various locations throughout the park.
- Assist with parking cars or with traffic leaving the park.
- Patrol/Walk parking areas and issue parking violations when customers have not paid the daily parking fee.
- Use handheld parking devices and fill parking ticket machines with paper.
- Assist with filling and cleaning vending machines.
- Assist in the ticket booth or guest services as needed.
- Maintain safety standards at all times for our guests, yourself, and other park employees.
- Inform Directors, Manager(s), or Lead/Supervisor on duty of any significant concerns and problems.
- Perform other work as assigned, which may not be listed above. These duties may change with or without notice.

**Qualifications:**

- Must be 18 years or older
- Have experience in customer service.
- Must have a valid driver's license.

**Knowledge, Skills, and Abilities:**

- Effectively communicate and provide consistent, friendly, and helpful customer service to guests and all park employees.
- Must be able to respond appropriately to difficult guests.
- Work in a fast-paced environment.
- Strong grammar and spelling for written and verbal communications.
- Ability to follow all safety practices.
- Work independently and as part of a team.
- Able to be on time for your scheduled shifts.
- Able to drive Oaks Park Vehicles as needed for transportation.

**Physical Demands:**

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Able to twist, bend, stoop, reach, and or kneel.
- Able to lift up to 25 pounds in place or move across a distance.
- Able to walk for extended periods of time.
- Able to reach vehicle windshields for ticket placement.
- Able to stand for several hours at a time.
- Able to work in all types of weather conditions.

**Schedule:**

- MUST be flexible to work all shifts, days, evenings, weekends, and holidays. Some shifts start as early as 9:00 am and may end as late as 1:00 a.m.

**Wage:**

- This is a part-time, seasonal position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. The starting wage is the City of Portland minimum wage per hour.

**Benefits:**

- At Oaks Park, some amazing employee perks include free rides and roller skating, discounts on food, 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 screening and background check are required.