



Oaks Park Cashier/Guest Services Job Description

Reports to: Guest Services Manager, or Security Director

FLSA: Hourly

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

Position Summary:

As a Park Cashier/Guest Services Team Member, you are responsible for providing the highest level of guest service. You will be responsible for selling ride wristbands, game bundles, golf, and rink admissions to our guests. For ride sales, you will also be responsible for placing the wristband around the guest's wrist. You set the tone for each guest who visits Oaks Park through your positive attitude while assisting them and by keeping the areas clean and looking great.

Essential Duties and Job Responsibilities:

- Welcome and greet customers and coworkers and provide helpful service.
- Answer questions and concerns in a friendly, positive, and professional manner to provide excellent customer service to contribute to an overall memory-making experience.
- Complete pre-opening preparations to ensure you're ready to help customers.
- Encourage sales when appropriate by suggesting items to guests.
- Accurately operate a Point-of-Sale system for guest purchases.
- Accurately charge guests for purchases.
- Properly display non-working ride signs as needed.
- Read and understand all discounts, promotions, and other important announcements.
- Make announcements over the park PA system.
- Maintain safety standards at all times for our guests, yourself, and other park employees.
- Perform daily clean-up of your area, ticket booth, and guest services at the end of your shift.
- Assist in the roller rink ticket booth as needed.
- Inform Director, Manager (s), or PIC (Person in Charge) on duty of any significant concerns or problems.
- Perform other work as assigned, which may not be listed above. These duties may change with or without notice.

Qualifications:

- Must be 16 years old or older.
- Mathematic proficiency required for transactions.
- Must be assertive in sales and have an outgoing personality.
- Able to prioritize concurrent tasks with minimal direction.
- Point of Sale experience preferred.
- Knowledge of computer equipment.
- Effective verbal communication skills.
- 18 years and older, willing to cross-train as a Guest Relations Team Member.

Knowledge, Skills, and Abilities:

- Communicate and provide consistent, friendly, and helpful customer service to guests and all park employees.
- Must be able to respond appropriately to guests with concerns and complaints.
- Stay focused on the job while assisting other guests.
- Ability to follow all safety practices.
- Work independently and as part of a team.
- Able to be on time when scheduled.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Able to twist, bend, stoop, reach, and or kneel or otherwise be able to move objects.
- Able to lift up to 25 pounds in place or move across a distance.
- Able to move equipment.
- Able to sit for several hours at a time.

Schedule:

- MUST be flexible to work all shifts, days, evenings, weekends, and holidays. The park operates seasonally from March to the end of October. Starting 6 days a week in mid-June. Our skating rink operates year-round. Some shifts start as early as 10:00 am and may end as late as midnight.

Wage:

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

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.