



**Position Description: Admissions/Concessions Attendant**

**Position Title:** Admissions/Concessions Attendant

**Date:** 2012

**Department:** Community Services

**Division:** Parks and Recreation

**Accountable to:** Recreation Supervisor

**Primary Objective of Position:** To provide exceptional customer service to patrons visiting the facility.

**Essential Functions of the Position:**

**Program Responsibilities:**

- Report to work on time
- Opening and closing of the facility
- Greet patrons in a warm and friendly manner while maintaining orderly entrance lines
- Answering questions of patrons and deferring these questions to the Assist Lead/Assist Coordinator on duty or when appropriate
- Collecting daily admission and season pass forms, knowledge of the prices and cash handling procedures
- Provide concessions service and preparing food
- Keeps an accurate count of attendance at the facility
- Posses a knowledge of Rec Trac, including registration of season passes, taking pictures, pass reprints, and group reservations
- Count the cash at the end of the night and fill out the nightly report – accountable for nightly balances
- Providing patrons with the proper forms, such as: parent guardian forms, group reservations, swimming lessons, etc.
- Light cleaning duties, such as: mopping and checking locker rooms at least twice daily
- Cleaning windows when appropriate
- Collect lost and found items
- Morning attendant should greet the swim teams and file a daily report: including having coaches sign in when they enter the facility. Walk the swim deck occasionally and make sure swim teams are following the rules and leaving on time
- Have large groups sign up for a concessions time slot and communicating with concessions staff
- Attend all scheduled inservices and trainings
- Thanking patrons and wishing them good day when they leave the facility
- Other duties as assigned

**Minimum Qualifications:**

- Must be at least 16 years of age
- Must possess excellent customer service skills
- Must have at least one year of cash handling procedures

**Desirable Qualifications:**

- Experience in a retail job setting
- Experience in food preparation