



### **Front Desk & Customer Service Associate**

Under the guidance of the General Manager and Front Desk Supervisor, the front desk associate is responsible for the daily activities required to coordinate all front desk duties and activities for all customers that enter the facility. This includes use of the POS system for payment handling, registrations, special events, locker room administration, phone handling, light cleaning and all aspects direction and programming for the facilities operations. This position must provide the highest quality of customer service to all clients of the facility.

This is a part-time position, 8-20 hours per week. Hours can fluctuate with seasonal schedules. This position will be mainly evenings and weekends during the fall and winter seasons, and occasional days during holidays and summer events.

#### **Duties Include:**

- **Effective use of the facility POS/registrations software & register.**
- **Responsible for keeping the areas of the front desk and lobby clean and organized, including sanitizing common areas.**
- **Small clerical duties for computer assistance with flyers, copy needs and phone calls.**
- **Maintaining a professional and organized demeanor when dealing with both internal and external guests and coworkers to provide the highest level of customer service all around.**
- **Communicate with managers regarding any concerns and/ or needs of the building , its customers and assist in the responsibility to make sure all policies, procedures and facility rules are being followed and abided, by other staff members and customers according to the Addison Ice responsibility code and Addison Ice Rules, including the enforcement of all COVID related rules and guidelines.**
- **Properly report and document incidents.**
- **Have excellent working knowledge of the facility as a whole. Ability to work in other areas if needed for scorekeeping, skate guarding, party host, event set up and programming, and skate distribution.**
- **Responsible for front desk duties including assisting customers and processing transactions.**
- **Support on ice programming needs.**
- **Ensure a safe and enjoyable environment.**
- **This is an essential position to the scheduled operations of the business. It is expected that upon hiring, it is understood the importance of good attendance practices and punctual practices to the scheduled hours of this job.**

#### **Minimum Qualifications:**

- **16 years or older, high school degree or equivalent preferred**
- **Must have a transportation available to meet the needs of scheduled hours**
- **Good written and verbal communication skills**
- **Ability to problem solve and react in a calm manner to stressful situations**
- **Ability to prioritize tasks and manage time effectively**
- **Ability to work flexible hours, including nights, weekends and holidays**
- **Ability to follow safety guidelines and exercise good judgement in all aspects of responsibility.**



## Operations Staff/ Zamboni (Olympia) Driver Job Description - Continued

### **Desirable Skills & Qualifications:**

- High School degree or equivalent experience preferred, but not necessary
- Preferred ice rink experience
- Must be able to lift 25 lbs.
- Experience using POS systems with cash handling and registration software preferred
- Customer service experience

**WORK ENVIRONMENT:** The essential functions of this position are performed indoors. The noise level in the work environment is usually moderate to loud during events and minimal during non-event times. The conditions can be cold.

**HIRING PRACTICES:** The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

Applicants for employment in the United States must possess work authorization which does not require sponsorship by the employer for a visa