

Classification description



Title: Guest Services Worker
Job Code: 3004/4055
Pay Range: 302/405
FLSA Status: Non-exempt

Employee Group: LIUNA 483
Established: January, 2018
Revised: January, 2019
EEO Category: Service/Maintenance

DESCRIPTION

Responsibilities include a variety of tasks to support admissions operations, private events, special events and exhibits, sales, cashiering, serving, monitoring areas and customer service.

Positions in Guest Services classification include roles in access control, ticket sales, Zoomer, usher staff, and staff assigned to private events, special events and exhibits.

DISTINGUISHING FEATURES

This is the first level of a two-level series with the second level serving in a lead capacity.

DUTIES AND RESPONSIBILITIES

1. Provides excellent customer service; interacts with guests and staff in a welcoming and positive manner. May be assigned to various locations, such as admissions, private events, concerts, special exhibits and the train station.
2. Welcomes Zoo visitors as a Zoo greeter; ushers guests and conducts bag searches.
3. Sells and scans zoo products, tickets and services to zoo visitors at various locations. Operates cash registers and credit card terminals; counts money and deposits into deposit envelope.
4. Greets school groups upon arrival at the Zoo; monitors the safety of people entering and exiting buses. Provides information to school groups.
5. Answers questions from the public about the location of zoo exhibits, facilities, upcoming zoo events, and zoo regulations and rules.
6. Assists the public and other employees in a professional and courteous manner.
7. Operates golf cart type vehicle and other cars/trucks/vans to pick up and drop off visitors at locations around the zoo, and to transport goods, people and equipment.
8. Operates a hand held radio, phone or similar device to communicate, reports issues, etc.
9. Assists with events set up/take down.
10. May be assigned to monitor visitor safety around large equipment, ensuring guests are aware of potential hazards and directing appropriately around obstacles.
11. May be assigned as alcohol monitors as needed.
12. Reports issues to lead or management.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.

2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Experience

- At least one year of customer service experience in a public setting and
- High school diploma or GED certificate or sufficient education to demonstrate the ability to read instructions and perform routine math with accuracy or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Valid driver's license with at least two years of driving experience

Preferred:

- Cashiering experience

Knowledge, Skills and Abilities

- Excellent customer service skills; maintain a positive and professional manner through duration of shift
- Read instructions and perform routine math calculations and cash handling with accuracy
- Receive money and operate a "point of sale" cash register system (must be able to pass cashier test); count money and deposit
- Work multiple shifts including, days, evenings, weekends and holidays
- Anticipate guest needs and provide excellent customer service
- Deal courteously with the public and develop and maintain harmonious working

- relationships with other employees
- Complete work quickly, efficiently and in the prescribed manner following a brief training period
 - Understand and follow oral and written instructions
 - Flexible; adjust to varying work environments, job tasks, and methods of instructions
 - Work multiple shifts including, days, evenings, weekends and holidays
 - Lift up to 50 pounds
 - Work outdoors in heat, cold and inclement weather
 - Stand for long periods of time on a hard surface
 - Contribute to a positive team atmosphere
 - Work independently and with a group
 - Perform all position essential duties and responsibilities
 - Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
 - Work assigned schedule and exhibit regular and predictable attendance
 - Work in a safe manner and follow safety policies, practices and procedures
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
 - Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Reports to a Guest Services Manager depending on location of work, but primarily receives daily task assignments from assigned lead.

SUPERVISION EXERCISED

None. May provide training, guidance and coaching to new or less experienced employees.

RELATIONSHIPS/CONTACTS

Employees work both independently and in a group environment working with other employees in guest services and with the public.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Point of sale registers, scanners and hand-held radios; Zoomer (golf-cart type vehicle); van and/or 14 passenger mini-bus, safety vests, and laptops for concerts and surveying assignments.

Classification description



WORK ENVIRONMENT

Duties may be performed under various conditions, both indoors and outdoors. Work may be performed in heat, cold and inclement weather. Frequent standing for long periods of time. Work schedule typically includes evenings, weekends and holidays. Lift up to 50 pounds.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.