

**CITY OF OVERLAND PARK
POSITION DESCRIPTION**

TITLE:	Guest Services Attendant	BAND/LEVEL:	NE/00
DEPARTMENT:	Recreation Services	JOB NO:	9285
DIVISION:	Golf Courses/Farmstead	DATE:	01/2011
REPORTS TO:	Public Programs Supervisor	FLSA STATUS:	Nonexempt
FULL-TIME: _____	PART-TIME: _____	TEMPORARY: <u>XX</u>	COST CENTER: 531

REPLACES: New

DATE:

JOB SUMMARY STATEMENT:

Controls and monitors the Farmstead entrance gates and Entrance Facility. Greets visitors, provides customer service and information to visitors, promotes activities and upcoming events, and assists in cleaning of work areas.

DUTIES AND RESPONSIBILITIES:

1. Monitors the Farmstead entrance, greets visitors and provides customer service.
2. Monitors and assists in traffic and crowd control.
3. Provides general information to the public by answering questions, providing direction, and enforcing rules.
4. Assists customers with common first aid issues by supplying bandages, antiseptics, ice packs, etc.
5. Assists with lost children.
6. Promotes Friends of the Farmstead memberships, activities and upcoming events
7. Assists in cleaning of work areas including the entrance facility's bathrooms. Includes mopping, sweeping, dusting. Picks up debris and disposes of properly.
8. Performs other duties as assigned.
9. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with which interaction is required to accomplish work and employer goals.
10. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

The above duties and responsibilities includes those tasks, physical and mental requirements, visual requirements, unique physical surroundings and mental/cognitive requirements listed in the Position Description Questionnaire and Task Analysis Worksheet.

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GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

Basic education in eight grade levels.

EXPERIENCE:

This is an entry-level position. No previous experience is required.

SKILLS:

1. Manual dexterity
2. Good communication skills.
3. Basic reading and math skills
4. Good memory skills.
5. Excellent customer service skills

MENTAL REQUIREMENTS:

1. Ability to work under distracting conditions.
2. Ability to perform basic math calculations.
3. Ability to carry out assignments through oral and written instructions.
4. Ability to receive training and maintains knowledge of Farmstead activities and programs.

PHYSICAL REQUIREMENTS:

1. Exposure to extreme environmental conditions.
2. Ability to sit or stand and be attentive for extended periods of time.
3. Ability to greet and assist the general public.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

None

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.