

	Guest Services - Concessions
Job Description	
Effective Date: 08.27.2026	Revision: A Document # JD-HR-600-200-204

Job Title Guest Services - Concessions
Department Guest Services
Reports To Guest Services & Sales Manager
FLSA Hourly, Non-Exempt, Part-time
Direct Reports None

Availability Requirements:

Early morning, daytime, evenings, weekdays, weekends.

Primary Responsibilities:

This part-time hybrid position supports both concessions and guest service operations within an indoor aquatic center. During events, responsibilities include preparing and serving food, handling transactions, and maintaining a clean concessions area. Outside of events, the role shifts to guest service focus, handling memberships, transactions, facility tours and reservations. The position requires flexibility, attention to detail, and the ability to work independently and as part of a team

Holland Aquatic Center Team Core Values:

1. **Work Hard** - We show up ready, stay reliable, and always finish what we start.
2. **Care Deeply** - We treat guests and team members with respect, kindness, and authenticity.
3. **Keep Learning** - We stay curious, grow from feedback, and solve problems together.
4. **Be Honest** - We speak up, act with integrity, and own our choices.
5. **Be Professional** - We show up prepared, committed to safety, and hold ourselves to high standards.

Key Responsibilities:

Concessions Operations

- Prepare and serve food and beverages following health and safety standards.
- Operate POS systems and handle transactions accurately.
- Maintain cleanliness and organization of the concessions area.
- Restock inventory and supplies as needed.
- Provide courteous and efficient customer service.

Guest Services

- Provide customer service beyond guest expectations.
- Welcome and direct facility guests in person and via phone.
- Communicate facility and program information to guests and staff.
- Process registrations and payments for programs, memberships, and facility rentals.
- Monitor the lobby and hall areas and respond to security system alerts.
- Respond to all guest needs with service that exceeds expectations.
- Provide all membership, registration and reservation services.

- Operate a cash register to ring up sales and make change.
- Complete various word processing tasks.
- Monitor and respond to building security systems in coordination with designated staff.
- Keep the front desk area clean and organized.
- Work as a team with other front desk staff to fill front desk scheduling needs.
- Identify facility needs and assist staff and guests in all areas of the facility, as needed.

Essential Qualifications:

- Proven ability to project a positive attitude, manner, and appearance.
- Ability to lift up to 40 lbs. and perform repetitive physical tasks.
- Comfortable standing and walking for extended periods.
- Basic math and literacy skills for handling transactions and reading instructions.
- Reliable, punctual, and able to work with minimal supervision.
- Flexible schedule availability, including evenings, weekends, and holidays.
- Strong teamwork and communication skills.
- Attention to cleanliness and safety in all duties
- Ability to demonstrate exceptional punctuality and attendance.
- Ability to demonstrate mature judgment and reliable and ethical behavior.
- Ability to organize and manage several tasks simultaneously.
- Demonstrated aptitude toward technology, including computers and other technical equipment.
- Demonstrated ability to work well with others.
- CPR and First Aid Certification or ability to achieve certification within 60 days of hire.

Preferred Qualifications:

- Successful experience in a clerical position
- Bilingual in Spanish
- Preferred Qualifications
- At least 18 years of age.
- High school diploma or GED.
- Prior experience in food service, custodial work, or maintenance is a plus.

Physical Demands:

The following are typical for this role. Reasonable accommodation is available.

- Mostly sedentary at the front desk (frequent sitting).
- Occasional standing/walking to greet guests and give short facility tours.
- Frequent phone use; constant speaking and active listening.
- Frequent keyboard/POS use; accurate cash handling and making change.
- Visual attention to screens/receipts; awareness of guests and alarms.
- Standing and walking for long periods on hard surfaces.
- Frequent bending, reaching, stooping, and lifting up to 40 lbs.
- Manual dexterity for handling food, tools, and equipment.
- Occasional use of step stools or ladders.
- Exposure to cleaning chemicals, hot surfaces, and varying temperatures.

Work Environment:

Representative conditions; reasonable accommodations available.

- Front facing information/service desk with frequent public contact.
- Regular phone and POS transactions (e.g., membership upsells, wellness class fees).
- Mix of quiet desk time and busy rushes; frequent interruptions.

- Intermittent trips to pool adjacent areas; warm/humid, higher noise; wet surfaces possible (slip resistant footwear recommended).
- Use of standard office/POS equipment; occasional towel/laundry area proximity.
- Monitor lobby flow and respond to security alerts per SOP with designated staff.
- Shift needs may include early mornings, evenings, weekends, and holidays.
- Warm, humid indoor aquatic center setting.
- Exposure to moisture, chlorine-scented air, and slippery surfaces.
- Variable noise levels during events.
- Work in both public and behind-the-scenes areas.
- Occasional outdoor tasks or transitions between indoor/outdoor spaces.
- Adherence to safety protocols is required

ACKNOWLEDGEMENT:

Employee Signature: _____ **Date** _____

Print Name: _____

Manager Signature: _____ **Date** _____

Print Name: _____