

		<p style="text-align: center;">Guest Services Team</p>
<b>Job Description</b>		
Effective Date: 01.01.2026	Revision: F	Document # JD-HR-058

**Reports to:**

Guest Services & Sales Manager

**Compensation:**

Part-time, Hourly, Non-Exempt

**Availability Requirements / Shift Options:** Early morning, daytime, evenings, weekdays, weekends.

**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.

**Primary Responsibilities:**

- 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.

**Specific Responsibilities:**

- 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 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

**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.
- Occasional towel folding: lift/carry light items up to 20 lbs.
- Visual attention to screens/receipts; awareness of guests and alarms.

**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.

**Acknowledgement:**

Employee's Signature: \_\_\_\_\_

Print Name Clearly: \_\_\_\_\_ Date: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_ Date: \_\_\_\_\_