

SPORTSPLEX GUEST SERVICES ASSOCIATE
Pulaski County

Department: Parks & Recreation

Supervision Exercised: None

Supervision Received: Works under the general supervision of the Membership & Guest Service Manager and receives administrative oversight from the Assistant Director and Director of Parks & Recreation. Work is performed in accordance with established policies, procedures, and program guidelines, and is subject to routine review for quality and compliance. Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non-Exempt, Full-Time

Age Requirement: Individual must be at least 18 years of age

REQUIRED TESTING/SCREENING, LICENSES, AND CERTIFICATIONS: Drug & Alcohol Testing, Background Screening, current driver's license & Driving Record.

Alternate Essential OR Essential Employee: No

Residency Requirements: Not required

Work Hours: This position primarily works Monday through Friday during normal business hours. However, schedule flexibility is required to support facility operations, maintenance needs, athletic leagues, tournaments, rentals, community programs, and special events. Evening, weekend, holiday, and occasional emergency call-in work may be required as deemed necessary to ensure the safe and efficient operation of the Pulaski County Sportsplex.

Benefits Eligible: Yes

Leave Time Eligible: Yes

ESSENTIAL FUNCTIONS: Serves as the first point of contact for members, guests, participants, and visitors by providing professional, courteous, and responsive customer service. Assists with memberships, registrations, reservations, payments, and facility inquiries while maintaining accurate records and documentation. Provides information regarding Sportsplex programs, schedules, amenities, policies, and events. Monitors facility access and ensures compliance with established procedures and standards. Supports daily facility operations by assisting with administrative tasks, communications, and special events. Addresses customer needs and concerns professionally while promoting a safe, welcoming, and positive experience for all facility users. Physical presence on the job is required as essential functions and responsibilities are not suited to remote work.

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JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be allowed enabling an individual with disabilities to perform the essential functions.

RESPONSIBILITIES:

- Greets and welcomes all members, guests, participants, and visitors in a professional, friendly, and courteous manner
- Provides exceptional customer service by responding to inquiries regarding memberships, programs, facility amenities, policies, schedules, and events
- Processes membership sales, renewals, upgrades, cancellations, and account changes using facility management software
- Registers participants for recreation programs, leagues, classes, camps, tournaments, and special events
- Collects payments and accurately process cash, checks, credit card transactions, and other payment methods
- Balances cash drawers and complete daily financial reconciliation procedures
- Conducts facility tours and educate prospective members on membership options, facility amenities, and available programs
- Monitors facility access points and verify membership status, guest passes, and program registrations
- Maintains accurate membership records, participant information, waivers, and other required documentation
- Answers and directs incoming phone calls, emails, and visitor inquiries in a timely and professional manner
- Assists with facility reservations, room rentals, court reservations, field reservations, and event bookings
- Communicates facility schedules, program updates, closures, and special event information to members and guests
- Assists with opening and closing procedures for the facility as assigned
- Monitors lobby, front desk, and common areas to ensure cleanliness, organization, and a welcoming appearance
- Addresses customer concerns and complaints professionally and escalate issues to supervisors when appropriate

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- Promotes memberships, programs, events, tournaments, sponsorship opportunities, and facility services to increase participation and revenue
- Assists with member retention efforts by fostering positive relationships and delivering a high-quality customer experience
- Enforces facility policies, procedures, and code of conduct standards in a respectful and professional manner
- Maintains confidentiality of member, guest, employee, and County information
- Assists with emergency situations by following established facility safety and emergency procedures
- Supports special events, tournaments, community programs, and facility-wide initiatives as needed
- Collaborates with all Sportsplex staff to ensure efficient daily operations and exceptional guest experiences
- Maintains knowledge of all Sportsplex amenities including fitness areas, indoor track, courts, turf fields, golf institute, playground, meeting rooms, and recreation programs

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

- Knowledge of facility operations, recreation programs, memberships, reservations, events, and customer service practices
- Knowledge of Sportsplex amenities, schedules, services, policies, and procedures
- Knowledge of basic office practices, administrative procedures, and recordkeeping methods
- Knowledge of cash handling procedures, payment processing, and point-of-sale systems
- Knowledge of general safety practices and emergency procedures
- Knowledge of confidentiality requirements related to member, guest, employee, and County information

Skills:

- Skill in providing professional customer service and building positive relationships with members, guests, participants, staff, and the public
- Skill in effective verbal and written communication
- Skill in resolving customer concerns and handling difficult situations professionally
- Skill in operating computers, telephones, office equipment, facility management software, registration systems, and other technology-based systems
- Skill in processing transactions, maintaining accurate records, and completing administrative tasks with attention to detail
- Skill in organizing tasks, managing time, and maintaining accuracy in a fast-paced environment
- Skill in promoting facility programs, memberships, events, and services

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Abilities:

- Ability to learn and communicate facility information, programs, schedules, policies, and procedures
- Ability to exercise sound judgment and make appropriate decisions within established guidelines
- Ability to work independently and collaboratively with staff and community members
- Ability to interpret and enforce policies and procedures consistently and respectfully
- Ability to adapt to changing priorities and respond effectively to operational needs
- Ability to support daily operations, programs, rentals, and special events
- Ability to work flexible schedules, including evenings, weekends, and holidays as required

ADA REQUIREMENTS:

The Guest Services Assistant is regularly required to stand, walk, sit, bend, stoop, reach, and use hands and arms to perform front desk operations, assist guests, process transactions, and maintain facility operations.

The position requires frequent interaction with members, guests, visitors, and staff through in-person, telephone, and electronic communication. The employee must have the ability to effectively communicate, observe facility activities, monitor access points, verify memberships and registrations, and respond appropriately to customer needs and emergency situations.

The employee may occasionally lift, carry, move, or assist with supplies, equipment, and event materials weighing up to 50 pounds. The position requires the ability to operate computers, phones, payment systems, and other office or facility equipment.

Work is performed in a professional customer service environment and may include exposure to varying conditions, including indoor and outdoor temperatures, weather conditions, and high-activity periods associated with programs, events, and facility operations.

EDUCATION AND EXPERIENCE:

- High School diploma required
- Bachelor's Degree preferred
- One (1) year of experience in customer service, front desk operations, recreation services, hospitality, retail, office administration, or a related field required
- Experience handling cash transactions, point-of-sale systems, registrations, reservations, or customer accounts required
- Experience working in a recreation facility, fitness center, sports complex, community center, or public service environment preferred

PROFESSIONALISM AND CONFIDENTIALITY:

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- Understands and consistently implements all County policies and procedures
- Maintains confidentiality with all vendors and employee transactions and activities
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the County

TRAINING AND JOB DEVELOPMENT:

- Participates in staff meetings, required trainings, and professional development activities to maintain knowledge and improve job performance
- Pursues opportunities to develop job-related skills, enhance knowledge, and support continued professional growth
- Participates in conferences, workshops, webinars, and other learning opportunities to maintain awareness of industry practices, County initiatives, and operational trends
- Collaborates with staff to identify challenges, resolve issues, and recommend improvements to services, procedures, and facility operations
- Employees are required to complete and maintain all mandatory safety and compliance training in accordance with company policy and applicable State & Federal regulations.

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the County Administrator, department head or supervisor. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all County policies and procedures.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **without accommodation.**

OR

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- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job **with accommodation(s)**.

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

Employee Name: _____
(Please print)

Employee Signature

Date