

CITY OF BRIDGEPORT, TEXAS

GUEST SERVICES ATTENDANT

*Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

The City of Bridgeport does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. The City is an equal opportunity employer.

FLSA STATUS: non-exempt, seasonal

STARTING PAY: \$8.25/hour

DEFINITION

Performs specialized duties including collection of fees for concessions, admission, and program registrations at the City pool; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Pool Manager and Assistant Pool Managers.

Exercises no supervision.

ESSENTIAL FUNCTION STATEMENTS – *Essential duties may include, but are not limited to, the following:*

1. Assists customers at the City pool both in person and on the phone.
2. Receives and processes payments for concession sales and gate admissions; balances cash drawer daily.
3. Maintains count of concession inventory in stock; notifies appropriate person of need to order additional stock.
4. Obtains food orders from patrons; prepares food utilizing concession equipment.
5. Obtains registrations for pool programs; collects registration fees.
6. Maintains cleanliness and order of concession stand; cleans concession equipment regularly.

7. Assists with special events.
8. Performs related duties as needed or assigned.
9. Attends work regularly as scheduled.

QUALIFICATIONS

Knowledge of:

English usage, spelling, grammar and punctuation.
Principles and practices of mathematics.
Customer service and conflict resolution techniques.
Methods and practices of financial and statistical record keeping and reporting.
Pertinent Federal, State and Local laws, codes, and regulations.

Skills:

Presents good interpersonal and communication skills.
Capable of functioning effectively in an independent situation.
Calmly handles stressful situations.
Proficiently operates a 10-key adding machine by touch.
Inclined to accuracy, efficiency and courtesy toward the public and other City employees.

Ability to:

Operate and maintain assigned equipment and materials used in performing essential functions.
Performs routine work involving limited use of independent judgment.
Learn, interpret and apply departmental policies, rules and regulations.
Make accurate mathematical calculations including addition, subtraction, multiplication and division.
Use initiative over a broad range of situations and alternatives.
Compose correspondence and memoranda independently.
Communicate clearly and concisely, both orally and in writing.
Handle public inquiries with tact and courtesy.
Understand and follow oral and written directions.
Maintain accurate and well-organized files and records.
Maintain confidentiality of sensitive data.
Prepare clear and concise reports with accuracy.
Identify and respond to issues, concerns and needs.
Read and write at the level required for successful job performance.
Establish and maintain effective relationships with those contacted in the course of work.
Perform limited variety of regular assignments without instructions according to established procedures.
Work flexible and extended hours to accommodate City needs.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Walking, standing or sitting for extended periods of time*
- *Operating assigned equipment*

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations*
- *Communicating with others*
- *Reading and writing*
- *Operating assigned equipment and vehicles*

EXPERIENCE AND TRAINING GUIDELINES - *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Six months (6) of previous experience in customer service and/or routine cash handling functions.

Training:

Training will be provided on the job.

WORKING CONDITIONS

Environmental Conditions:

The employee works in an outdoor environment (exposure to varying weather conditions, loud noise, dust, water, cooking equipment, and chemicals). The employee works on slippery and uneven surfaces. The employee has frequent public contact in person and on the phone.

Physical Conditions:

The employee must be able to meet the physical requirements of the job and have mobility, vision, hearing and dexterity levels appropriate to perform the required duties. The employee is regularly required to sit, stand, walk, bend, twist, kneel, reach, push, pull, drag, and/or lift items, listen in person and over the telephone, communicate orally and use hands and fingers to handle, feel or operate standard office equipment. The employee is regularly required to sit and stand for prolonged periods of time. The employee occasionally lifts and carries items weighing up to 35 pounds.

DISCLAIMERS

This job description is:

1. Intended to describe the general nature and level of work being performed by any employee assigned to this job title. It is not intended to be a complete

- list of all job duties, responsibilities, and/or behaviors of employees in this job. It is intended to describe the essential functions of the position that a qualified individual must be able to perform, either with or without reasonable accommodation.
2. Not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under their supervision.
 3. Not an employment agreement or contract. The City of Bridgeport has the exclusive right to alter this job description at any time without notice.

A criminal history; driver's license check; physical; and drug test are required for employment.

In compliance with the Americans with Disabilities Act, the City of Bridgeport will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

ACKNOWLEDGEMENT

As evidenced by my signature below, I have read my job description and have fully understood my duties and responsibilities related to my employment with the City of Bridgeport. I also acknowledge that I am qualified to perform these duties and, with or without reasonable accommodation, can perform the essential functions of this position as described. Further, I understand that if, at any time, I am unclear as to what my job duties and responsibilities are, or what is expected of me, I will notify management immediately to interpret these duties and expectations.

Signature / Approval

Date: _____

Employee

Employee's Printed Name