



SPHM Water Park Customer Service Position Description

JOB TITLE: Customer Service Attendant

QUALIFICATIONS:

Prior customer service/group sales experience

Aquatics experience preferred

EXPERIENCE:

All realms of customer service knowledge and experience Accounting, safety and problem solving skills

Promotion of excellent customer service through communication and action

PRIMARY DUTIES:

Responsible for customer service office and duties Promotion of good will and excellent service to all patrons

Documentation and logging of all incidents involving customers

Issuing season passes, including photo taking, filling out documents and handling payments

Issuing wrist bands for height required slides

Captain of all groups, parties and their programs at the park Selling of merchandise and coordinating payments

Communicating with supervisors the department needs and issues addressed

Operate public address system and relay messages as such



SECONDARY DUTIES:

Minor cleaning and maintenance

Assist in any capacity relating to customer service (café, admissions, etc.)

Assist with after-hours parties

RESPONSIBLE TO:

Seasonal Water Park Manager and Seasonal Water Park Director