



Guest Relations Job Description

Reports to: Guest Relations/Security Director and Security Supervisor
FLSA: Hourly – Part-Time Position
Approved By: Chief Executive Officer and HR Director

Position Summary:

The guest relations/security officer welcomes and greets guests, answers questions, and provides excellent customer service to contribute to an overall memory-making experience, and is responsible for the safety and security of the guests and employees of Oaks Amusement Park by enforcing all rules and policies, as well as carrying out all duties as directed by the Guest Relations/Security Director.

Essential Duties and Job Responsibilities:

- Effectively greet and communicate with guests, internal and external customers by demonstrating respect and courtesy.
- Assist guests with any questions or park rules.
- Be calm and professional while managing difficult guest concerns and complaints by taking corrective action.
- Encourage compliance with park rules.
- Patrol all areas of the park to prevent and reduce loss.
- Direct and control parking.
- Respond to radio communications.
- Locate lost person(s) and property.
- Operate a golf cart, bobcat, bicycle or other transportation vehicle.
- Inform Park Director (s) or supervisors of any significant concerns and problems.
- Perform other work as assigned which may not be listed above. These duties may change with or without notice.

Qualifications:

- Must be 18 years old or older.
- A high school diploma or GED is required.
- First aid certified preferred, but not required.
- Must have a valid driver's license and reliable transportation.
- A Security Certification preferred, or must obtain within 120 days of hire.
- Able to pass a drug and background check.

Knowledge, Skills and Abilities:

- Communicate and provide consistent, friendly and helpful customer service to guests and all park employees.
- Able to observe and pay attention to surroundings.
- Listen and communicate clearly on a multi-channel radio.
- Work independently and effectively manage internal and external customers.
- Critical thinking and problem solving skills.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Able to climb, twist, bend, stoop, reach and or kneel.
- Able to lift, up to 30 pounds in place or move across a distance.
- Able to walk and stand for several hours at a time.
- Able to work outdoors year round under varying weather conditions.

Schedule:

- Schedules could vary between; Days: 7 am to 3 pm, Swing Shift: 3 pm to 11 pm or Graveyard: 11 pm to 7 am. MUST be able to work flexible schedule to meet the needs of the park.

Wage:

- This is a Part-time, full-year position and will be hourly. Wage is TBD.

Oaks Park welcomes people from all walks of life and is an inclusive workplace. We believe a great team makes the dream work! Oaks Park is a drug free workplace and pre-employment drug screen and background check are required.