



Oaks Park Catering Office Job Description

Reports to: Picnic Supervisor and or Picnic and Catering Director
FLSA: Hourly
Approved By: Chief Executive Officer, HR Director and Operations Director

Position Summary:

As an Oaks Park Catering Office worker, under supervision, will welcome and greet guests, answer questions and provide excellent customer service. You will be responsible for answering incoming calls, scheduling picnics, school parties, and summer groups. You set the tone for each guest who visits Oaks Park through your attitude and assisting with keeping the front office area looking great.

Essential Duties and Job Responsibilities:

- Welcome and greet customers, answer questions and provide excellent customer service to contribute to an overall memory-making experience.
- Provide consistent, friendly and helpful service to guests and coworkers.
- Learn and understand all workings of the park.
- Take customer orders for picnics.
- Create customer files and file customer picnic information.
- Maintain safety standards at all times for our guests, yourself and other park employees.
- Inform Director, Manager(s), or Lead/Supervisor on duty 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 16 years old or older.

Knowledge, Skills and Abilities:

- Communicate and provide consistent, friendly and helpful customer service to guests and all park employees.
- Must be able to respond appropriately to difficult guests.
- Work in a fast pace environment.
- Strong grammar, spelling for written communications.
- Strong verbal skills
- Basic math skills are a must.
- Ability to follow all safety practices.

- Work independently and as part of a team.
- Able to be on time when scheduled.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Able to twist, bend, stoop, reach and or kneel.
- Able to lift up to 10 pounds in place or move across a distance.
- Able to stand for several hours at a time.

Schedule:

- MUST be available to work days. The park picnics operates seasonally from April to the middle of September. Hours would roughly be from 8:30 am to 4:30 pm. With this position, occasionally we may need you to work an occasional holiday or a weekend shift as needed.

Wage:

- This is a part time, seasonal position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. Wage is current Oregon, City of Portland, minimum wage.

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.

4/10/2019