

**CITY OF OVERLAND PARK  
POSITION DESCRIPTION**

<b>TITLE:</b>	Guest Services Coordinator	<b>BAND/LEVEL:</b>	NE/00
<b>DEPARTMENT:</b>	Recreation Services	<b>JOB NO:</b>	9280
<b>DIVISION:</b>	Golf Courses/Farmstead	<b>DATE:</b>	1/2011
<b>REPORTS TO:</b>	Public Programs Supervisor	<b>FLSA STATUS:</b>	Nonexempt
<b>FULL-TIME:</b> _____	<b>PART-TIME:</b> _____	<b>TEMPORARY:</b> <u>xx</u> _____	<b>COST CENTER:</b> 531

**REPLACES:** New

**DATE:**

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**JOB SUMMARY STATEMENT:**

Coordinates the operation of the Main Entrance Facility; provides customer service to all visitors; assists in training of guest services attendants; and coordinates tour groups. Assists Public Programs Supervisor and Volunteer Coordinator as needed.

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**DUTIES AND RESPONSIBILITIES:**

1. Provides general supervision for the operation of the Main Entrance Building, East Entrance, and ticket booths.
2. Supervises and operates Point-of-Sale ticketing and selling of memberships.
3. Monitors the Farmstead entrances, greets visitors and provides customer service. Assumes guest services attendant duties in their absence.
4. Provides general information and customer service to the public by answering questions, providing direction, and enforcing rules.
5. Provides information to public about donor programs. Answers questions regarding brick, swings, benches and other donation opportunities.
6. Prepares cash drawers for ticket booths, counts down drawers at end of business, records and reconciles daily business.
7. Assists with coordination of birthday parties, accesses class system as needed, prints reports, looks up party information.
8. Coordinates tour groups, including checking them in, moving their lunches to designated corrals, accesses class system as needed.
9. Assists Public Programs Supervisor and Volunteer Coordinator as needed.
10. Maintains the cleanliness of the Entrance Building including the restrooms.
11. Performs other duties as assigned.
12. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with which interaction is required to accomplish work and employer goals.
13. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

**The above duties and responsibilities includes those tasks, physical and mental requirements, visual requirements, unique physical surroundings and mental/cognitive requirements listed in the Position Description Questionnaire and Task Analysis Worksheet.**

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## GENERAL QUALIFICATIONS

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### **EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:**

Basic high school education or equivalent.

### **EXPERIENCE:**

This is an entry level position, no previous experience is required  
Retail or Customer Service experience is preferred.

### **SKILLS:**

1. Good oral and written communication skills
2. Excellent customer service skills
3. Basic math and accounting skills

### **MENTAL REQUIREMENTS:**

1. Ability to read and comprehend City policies and procedures
2. Ability to train and guide others
3. Good memory skills
4. Ability to handle multiple tasks
5. Ability to handle large crowds and work under distracting conditions
6. Ability to be attentive for extended periods of time
7. Ability to work independently
8. Ability to provide guidance to children
9. Ability to receive training and maintain knowledge of the Kanza Indians, Kaw Nation and animals at the Farmstead
10. Ability to learn and operate point-of-sale system software application

### **PHYSICAL REQUIREMENTS:**

1. Ability to sit or stand for extended periods of time.
2. Ability to assist general public.
3. Exposure to noisy conditions.
4. Ability to work in extreme environmental conditions.
5. Ability to make or receive phone calls.

### **SUPERVISORY RESPONSIBILITY (Direct & Indirect):**

None

**The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.**