

Chesapeake Beach Water Park
Customer Service Specialist
Position Description

Job Title:

Customer Service Specialist (CSS); Seasonal, Part-Time, Non-exempt

Qualifications:

- Must be at least 14 years old
- Must be able to lift up to 25 lbs
- Pass the training exam with an 85% or higher

Job Description:

The Customer Service Specialist is the front line to our Guests. They must be Customer Service oriented and be able to relate to people face to face and help answer questions or resolve issues that may arise.

Primary Duties:

- Initial, front-line to the public and all Guests
- Greeters to all entering the park
- Assisting in the Parking Lot as guests arrive
- Relating to customers face to face; resolving any problems and assisting with any issues as needed
- Assist the Patrols with any necessary Park clean up and Bathroom maintenance

Reports to:

The CSS will report to the CSS Supervisor