



## **CUSTOMER SERVICE SPECIALIST**

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 a score of 85% or higher

### **Job Description:**

Customer Service Specialists are the front line to our Guests. They must be Customer Service oriented and be able to relate to people face-to-face. Primary responsibilities can include (but are not limited to) answering questions, resolving issues that may arise, and overall upkeep and cleanliness of the park.

### **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
- Regulating park entrances
- Checking bags to make sure that no food, beverages, or weapons are brought into the park
- Monitoring guests to be sure that all rules are being followed o Sweeping and picking up trash
- Cleaning the bathrooms
- Transporting trash bags and other materials to the dumpster
- May be asked for additional duties at the manager's discretion
- Must be well versed on all services, special programs, and rules at the Water Park.

**Reports To:** CSS Supervisor