



# Guest Services Specialist

Ken-Caryl Ranch Metropolitan District is a Special District in Littleton, Colorado providing the Ken-Caryl Ranch community with a diversity of recreational opportunities, including parks, facility rentals, recreation programs, outdoor pools, and more. The District strives to strengthen community connections through exceptional park, recreational, and educational experiences.

## **About the Job**

As part of the Administrative Team, under the supervision of the Facilities Director, the Guest Services Specialist is responsible for handling front office reception and administration duties, including, but not limited to, leading applicable Guest Services staff, data entry and maintenance of recreation management software, and financial reporting for program and facility revenue. The position will collaborate with the other Guest Services Specialist with long-term plans to cross-train in all facets of both administrative positions. This is a part-time, non-exempt position with the possibility of growing into a full-time position. KCRMD recognizes that our employee's health and well-being are paramount to a thriving work environment; therefore, employees and families, where applicable, are eligible for use of private hiking and mountain biking trails, recreation program discounts and retirement options

## **Rate of Pay:**

The starting hourly rate is \$20.00 to \$22.00 per hour dependent upon qualifications.

## **Minimum Qualifications and Certification Requirements**

- Three or more years of experience in an administrative position, preference given to those with experience in parks and recreation.
- Ability to make quick, rational decisions in challenging customer service situations and possess the ability to carry out such decisions.
- Keep track of and order office supplies as needed.
- Excellent organizational skills for a variety of tasks.
- Possess or ability to obtain a valid Colorado driver's license with no major violations and be insurable by the District's carrier.
- Possess, or ability to obtain, valid First Aid and CPR certifications.
- Be proficient in Microsoft Office Suite and Outlook and can easily learn new software.
- Read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Ability to communicate clearly and effectively in writing and in person and with a variety of audiences including customers, staff, etc.

## **Responsibilities**

### **Primary Responsibilities**

- Perform administrative duties including program registration, facility reservation, recreation software maintenance, HOA dues inquiries, membership sales, membership renewals, run reports for program and facility usage.
- Update applicable documents as they apply to programs and facility rentals including, but not limited to, facility rental standard operating procedures, staff trainings and waivers.
- Complete deposits, as necessary, and work closely with Finance Director to develop and maintain cash handling processes and monitoring.
- Work within the recreation management system to create efficiencies, streamline existing methods,

- and implement paperless processes.
- Provide lead worker assistance to applicable assigned staff and provide performance feedback to the Facilities Director. Train seasonal employees on use of software system including memberships and point of sale.
- Understand the general philosophy of parks and recreation and adhere to the organization's mission.

#### Miscellaneous Duties and Responsibilities

- Support and promote other Recreation Programs and activities.
- Assist and support facility rentals and special events with occasional duties as requested.
- Keep accurate records of daily activities, monthly budgeting, and contribute to monthly status reports.
- Use proper safety precautions for all work performed.
- Attend applicable meetings, conferences and trainings.
- Develop and maintain positive, effective working relationships with District employees, District residents, program participants, the Ken-Caryl Ranch Master Association, other governmental agencies, and the community.
- Adequately care for and maintain all District property and immediately report any damage to the Facilities Director.
- Promote a positive, professional image of the District.
- Perform such other duties as may be assigned by the Facilities Director.
- Utilize creative problem solving within an intense, dynamic, and sometimes challenging environment.
- Effectively communicate and provide pertinent and timely updates and information to the Master Association Communications team, including, but not limited to programs, events and cancellations to keep residents informed.

#### Additional Information

This Job Description outlines the basic requirements, duties, and general responsibilities of the position of Guest Services Specialist. This position is "at-will," which means the Ken-Caryl Ranch Metropolitan District ("District") may terminate the employment relationship at any time and for no reason, subject only to the requirements of federal and state law. Similarly, the employee may terminate the employment relationship without notice at any time for no reason. The headings in this Job Description are for reference only and shall not affect its interpretation.

#### Working Environment/Physical Requirements:

This position requires work in office, fitness, and rental facilities. Some of the work is outside and requires physical labor. Accordingly, the Guest Services Specialist must be able to work in the following environment and meet the following physical requirements.

#### Working Environment

- A portion of this position will involve sedentary, administrative work in an office environment.
- Moderate physical activity will be required frequently.
- Work will be required in all weather conditions.
- Work may be required under hazardous and adverse conditions, including but not limited to, slippery and uneven surfaces, and proximity to moving mechanical equipment, water, electrical currents and high places.

#### Physical Requirements

- Have ability to lift, move and carry objects more than thirty (30) pounds frequently and in excess of sixty (60) pounds occasionally.

- Have ability to stand, run, walk, sit, kneel, stoop/bend, lift, squat, push, pull, crawl, jump, slide, climb, pinch, grip, reach overhead, reach away from body and perform repetitive motion.
- Have ability to talk, see in color, hear, smell, feel (identify objects by touch) and perceive depth.