

**Ken-Caryl Ranch Metropolitan District
Job Description**

Title: Guest Services – Facility Rental Representative
Date of Update: January 1, 2023
Status: Non-Exempt
Classification: Variable Part-Time
Department: Facilities
Reports to: Facilities Director

This Job Description outlines the basic requirements, duties, and general responsibilities of the position of Guest Services – Facility Rentals. Unless modified by a written Employment Agreement, 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. Unless expressly defined in this job description, all terms have the same meaning as defined in the Employee Handbook.

Job Summary:

Under the direction of the Facilities Director, Guest Services - Facility Rental staff are responsible for opening and closing the buildings for events held in Ken-Caryl Ranch Metropolitan District facilities, mainly outside normal business hours. This position also monitors activity of rentals in progress ensuring patron’s experience/interaction are positive.

Essential Functions:

The following duties are an overview of the primary duties and responsibilities of the Guest Services - Facility Rental staff and should not be considered an all-inclusive list.

- A. Open the building and check the room being rented along with bathrooms to ensure all components are in proper working order.
- B. Meet with the lessee to go over check list both before and after the rental to ensure the customer is satisfied and to ensure the lessee has met all contract requirements for clean-up. Ensure there are no damages to the facility at the conclusion of the event.
- C. After rental is complete, Guest Services staff will secure the building, windows, and doors and will alarm the building alarm upon exit.
- D. If there are multiple rentals scheduled on the same day, Guest Services staff will perform basic cleaning including the bathrooms.
- E. Assist with other Ken-Caryl Ranch Metropolitan District or Master Association special projects as needed (copying, scanning, cleaning, data entry, etc.).
- F. Attend required meetings, training sessions, or conferences as directed.
- G. Consistently promote a positive, professional image of the District and provide excellent customer service at all times.

Required Experience:

- 1. High School Diploma or GED required.
- 2. A minimum of one years’ experience in front desk, reception, customer service, *or* a or a combination of education and/or experience that has provided the knowledge and abilities necessary for excellent job performance.

Knowledge, Skills, and Abilities:

- 1. Ability to provide customer service in difficult situations, especially those situations where the customer needs to be informed of inappropriate activity or damage to facilities.
- 2. Possess strong organizational and communication skills.

3. Ability to work a flexible schedule that includes early mornings, midday, nights, and weekend shifts.
4. Ability to read, write, speak, and understand the English language at a level adequate to perform the job.
5. Ability to use Microsoft Office and learn basic functionality of facility rental software program.
6. Possess, or ability to obtain, valid First Aid and CPR certifications.

Work and Physical Requirements:

OFFICE ENVIRONMENT: This position requires work in a variety of locations and conditions, including but not limited to, the Ranch House and Dakota Lodge, and other similar inside work areas. A substantial portion of this position will involve sedentary, administrative work in an office environment.

Moderate physical activity is required, including the ability to lift items in excess of 50 pounds occasionally and up to 20 pounds frequently. This position requires standing, walking, stooping/bending, lifting and repetitive motion. Work is performed in all weather conditions. Positive interaction with District employees, subordinate supervisors, other organizations, and the public required.