

Classification description



Title: Lead Guest Services Worker

Job Code: 3005/4072

Pay Range: 303/413

FLSA Status: Non-exempt

Employee Group: LIUNA 483

Established: January, 2018

Revised: January, 2019

EEO Category: Service/Maintenance

DESCRIPTION

Serve in a lead role over a team of Guest Service Workers. Responsibilities include performing the duties of Guest Services Workers and assisting with scheduling, work assignments and ensuring work meets quality standards. In collaboration with supervisor, addresses quality issues, coordinates operations with other departments, and responds to problems.

Positions in Guest Services classification include lead roles in access control, ticket sales, Zoomer, usher staff, private events, monitoring and staff assigned to special events and exhibits.

DISTINGUISHING FEATURES

Serves in a lead capacity. Lead duties may include new employee orientation regarding work assignments and supply/equipment locations and use; training and direction on work procedures and quality standards; following up on assignments; and providing input to the supervisor regarding team and individual performance. Assists with scheduling, assigning and overseeing work.

DUTIES AND RESPONSIBILITIES

1. Provides excellent customer service. May be assigned to various locations, such as admissions, concerts, private events, special exhibits and the train station.
2. Interacts with guests and staff in a welcoming and positive manner.
3. Effectively leads diverse teams.
4. Assists with scheduling and prioritizing duties and responsibilities ensuring employees take breaks; monitors and reports hours worked.
5. Provides training, coaching and direction on work assignments, procedures, and equipment and quality/safety standards. Assists with monitoring assignments to ensure completeness and quality. Communicates performance issues to supervisor.
6. Ensures opening and closing duties are properly performed and employees and locations are ready on time. Inspects and ensures all equipment and supplies are cleaned, in working order, and returned to designated areas and prepared for next use. Responds to facility and equipment problems and safety issues. Reports major issues to supervisor.
7. Keeps records; assembles information and/or documentation of work area as needed.
8. Sell zoo products and services to zoo visitors at various locations. Operates cash registers and credit card terminals; counts money and makes deposit.
9. Ensures compliance with applicable laws, Metro policies and procedures, and collective

- bargaining agreements as appropriate at direction of the supervisor.
10. Makes suggestions for process improvements related to assigned area.
 11. Responds to emergency situations as needed.
 12. Performs duties of Guest Services Workers as necessary, which may include sales, cashiering and customer service.
 13. Answers questions from the public about the location of zoo exhibits, facilities, upcoming zoo events, and zoo regulations and rules.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Experience

- At least one year of customer service experience in a public setting and
- Cashiering experience and
- At least one year experience leading and directing employees or similar higher-level responsibilities and
- High school diploma or GED certificate or sufficient education to demonstrate the ability to read instructions and perform routine math with accuracy or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Valid driver's license with at least two years of driving experience

Preferred

- Experience in a leadership position

Knowledge, Skills and Abilities

- Detail-oriented with the ability to be flexible, manage multiple tasks and shifting priorities, work under pressure and meet deadlines
- Work independently, be self-directed and work as a member of a team; independently make decisions and exercise good judgment
- Complete work efficiently and in the prescribed manner following a brief training period
- Build and maintain collaborative, working relationships
- Effective communication; understand and follow verbal and written instructions at a level sufficient to perform the essential functions and produce clear documentation
- Excellent customer service skills; maintain a positive and professional manner through duration of shift
- Deal courteously with the public; anticipate guest needs and provide excellent customer service
- Read instructions and perform routine math calculations and cash handling with accuracy
- Receive money and operate a “point of sale” cash register system (must be able to pass cashier test); count money and deposit
- Work multiple shifts including, days, evenings, weekends and holidays
- Lift up to 50 pounds
- Work outdoors in heat, cold and inclement weather
- Stand for long periods of time on a hard surface
- Assist the public and other employees in a professional and courteous manner
- Contribute to a positive team atmosphere
- Work independently and with a group
- Perform all position essential duties and responsibilities
- Fulfill Metro’s core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Reports to a Guest Services Manager depending on location of work

SUPERVISION EXERCISED

Leads the work of Guest Service Workers. Lead duties typically include new employee orientation, training, direction on work procedures and performance standards, assigning and overseeing work, following up on assignments, scheduling and providing input to the supervisor regarding hiring and performance evaluation; may participate in the screening and interview process.

RELATIONSHIPS/CONTACTS

Employees work both independently and in a group environment working with other employees in guest services and with the public

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Point of sale registers, scanners, golf carts, street vehicle, safety vests, computers, radios and other Guest Services related equipment as needed.

WORK ENVIRONMENT

Duties may be performed under various conditions, both indoors and outdoors. Work may be performed in heat, cold and inclement weather. Frequent standing on a hard surface for long periods of time. Work schedule typically includes evenings, weekends and holidays. Lift up to 50 pounds.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.