



## **SPLASHDOWN BEACH**

### **Front Desk Agent**

### **Job Description**

Revised: 03/30/2021

#### **GENERAL PURPOSE**

The Front Desk Agent will provide critical support to the SplashDown Beach customer service and revenue producing departments. This position communicates directly with guests by providing information about all aspects of the Waterpark. Front Desk Agents assist with resolving customer concerns while providing exceptional customer service.

#### **ESSENTIAL DUTIES/RESPONSIBILITIES**

- Ensures all guests feel welcomed and are given responsive, friendly, and courteous service at all times.
- Responsible for answering calls to the park, handling guest requests, taking messages and transferring calls with the highest level of professionalism.
- Assist with ticket sales, cabana and luxury lounge reservations and season pass processing.
- Maintains organization of paperwork, manages incoming phone calls, assists with tracking orders and package intake.
- Works with the Customer Service Manager to take in group and party reservations.
- Ensures payments, contracts and files are maintained and processed in a timely manner.
- Follows correct cash handling procedures.
- Assist other customer service areas as necessary including ensuring that the Front Desk and all surrounding areas are kept clean at all times during the season.
- Works closely with park managers to ensure clear communication between all departments to maintain a clean, safe friendly environment for all staff and guests.
- Office staff will work directly with park guests on a daily basis and must maintain the highest level of guest relations.

#### **JOB QUALIFICATIONS**

- Applicants must be at least 16 years or older.
- Ability to prioritize tasks and handle numerous assignments simultaneously.
- Must be self-motivated, action-oriented, and quick learners.
- Ability to thrive in a busy, fast-paced team environment as well as work independently.
- Must possess excellent communication, the ability to multitask, problem solving skills, and exceptional organizational skills.
- Knowledge of Microsoft Word and Excel. Training on proprietary software will be provided to the right candidate.
- Ability to lift 50 lbs.
- Ability to work outside for long periods of time in all weather conditions, this can include rain, wind, and heat.
- Flexible Schedule. Must be prepared to work weekends and holidays.