ASHEVILLE, NORTH CAROLINA

Classification Specification

Guest Services Coordinator
Job Code: 5145
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to supervise front desk operations and staff at the City's nature center and to assist with field trips, special events, and educational programming.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and Manager, Nature Center; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to Manager, Nature Center Operations and

Education Curator; and updates and maintains department procedure manuals.

Coordinates and performs customer service functions: provides information and assistance regarding nature center services, programs, fees, or other issues; checks in guests; responds to and researches routine and escalated questions or complaints; and initiates problem resolution.

Coordinates cash handling: prepares, counts, and safely stores cash drawers; receives monies for fees, merchandise sales, or other services and activities; assists customers with entrance fees and merchandise selections; conducts sales transactions; operates computerized point of sale system; processes credit card payments, accepts cash payments, and makes change ; closes out cash drawers; counts and records transaction totals; prepares and submits deposits; and reconciles related reports and accounts.

Coordinates field trips: receives and responds to field trip requests; schedules and organizes field trips; calculates group discounts and guest fees; maintains and shares field trip calendar with center staff; ensures staff availability for scheduled field trips; records the numbers of students and chaperones; creates and distributes surveys; compiles and evaluates survey results; and recommends changes and additions to field trip programming.

Performs routine data entry and computer system maintenance: updates membership database; enters and verifies accuracy and completeness of membership data; monitors online ticket sales, including running related reports and resolving identified issues; and maintains and updates website information and data.

Assists with educational programming and special events: prepares, distributes, compiles, and evaluates educational program surveys; directs birthday party guests, tour guests, and event attendees to appropriate location; and assists with programming and event implementation, as directed.

Monitors budget expenditures for area of assignment: recommends budget allocations for staffing, supplies, and staff development; reviews and monitors staffing hours to ensure compliance with approved budget; maintains inventory of office supplies and uniforms; and processes and submits purchasing card receipts and other purchasing documentation.

Performs related duties in support of center operations: updates program board; assists with opening and closing duties; reviews and submits timesheets; and coordinates with other staff during emergency situations to ensure the safety of guests, program participants, volunteers, staff, and animals.

Communicates with supervisor, subordinates, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, general ledger distribution, proof reports, attendance reports, online ticket sales reports, membership reports, surveys, staff schedules, budget and financial documentation, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Business, Biology, Animal Science, or a related field required; supplemented by three years of experience in customer service or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to act as lead person or crew leader, providing guidance to a work unit, coordinating activities, and reviewing work of the unit.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.