

FREDERICKSBURG FIELD HOUSE

Job Description



Job Title	Front Desk
Department	Guest Services
Location	Fredericksburg, VA
Reports to	Director of Leagues / Manager on Duty

Level	Type of position:	Travel	Amount Required:
	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary		<input checked="" type="checkbox"/> None <input type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more
Grade	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		

JOB DESCRIPTION

The Front Desk staff provides the first point of contact for all guests at the Fredericksburg Field House. This position is expected to provide excellent guest service to all guests and to always display great knowledge of Field House programs. The Front Desk staff reports directly to the Director of Leagues and the Manager on Duty.

RESPONSIBILITIES

- Greet guests and provide answers and directions as needed
- Provide courteous and friendly guest service to all Field House guests
- Register guests for leagues, camps, clinics, drop-ins, etc.
- Be knowable of all Field House prices, leagues, and events
- Process payments
- Operate multi-line phones
- Fill out incident and accident reports and submit to proper Manager (Manager on Duty/Human Resources)
- Record and file waivers and birthday party sheets
- Record league scores and print game sheets on a daily basis
- Maintain confidentiality with guest and employee information
- Resolve all guest concerns and complaints and/or direct to appropriate Manager
- Know and enforce Field House policies and procedures
- Complete special projects, daily assignments and other duties as directed by management

REQUIREMENTS

- Requires excellent communication skills, both verbal and written
- Must be extremely professional in appearance, demeanor, and communication
- Must have strong leadership skills
- Must have excellent guest service skills
- Must be detail-oriented and have outstanding organizational skills
- Ability to maintain focus in a high-volume, fast-paced environment
- Must be able to handle difficult and stressful situations
- Ability to multi-task
- Ability to prioritize

- Must be able to work well in a group setting
- Ability to remain calm and focus in an emergency situation
- Proficient in Microsoft Office programs
- Must be able to work irregular shifts to include, nights, weekends, and holidays as needed

Physical Requirements

- Must be able to lift, sit, squat, stand, and/or walk for the duration of the shift (8 or more hours)

Preferred

- Have a basic understanding of sports

I _____ (Employee's Name), hereby certify that I understand and agree to abide by the terms and conditions of my employment set forth in this job description.

Employee's Signature

Date

Manager (Print Name)

Title

Manager's Signature

Date

Human Resources

Human Resources' Signature

Date