



Job Title: Assistant Guest Service Coordinator	Pay Range: \$19.50 per hr.
Exempt/Non-exempt: Non-Exempt	Full Time / Part Time / Seasonal: Full Time
Schedule: Saturdays and Sundays, Weekdays, Holidays	Minimum Hours: 30
Department: Guest Services Department	Supervisor: Guest Services Manager

The Assistant Guest Service Coordinator is responsible for developing and maintaining the birthday party program, providing supervisory support of the Guest Service Representatives, and working on related operational projects. This is a full-time benefited position.

Job Duties: *Duties may include but are not limited to:*

- Coordinate the Birthday Party program with seasonal staff -- maintain and oversee online reservations, database, birthday party supplies, and costume needs.
- Assist with inventory and upkeep of Café and retail supplies as needed.
- Train incoming Guest Services staff.
- Provide support for cash handling; verify cash disbursement reports; process revenues.
- Prepare monthly reports, e.g. attendance, inventory, expenses, revenue as needed.
- Maintain and clean donation boxes.
- Handle customer concerns in person and over the phone.
- Provide support for special ticketed events.
- Open and close park; serve as Manager on Duty as needed.
- Other duties as assigned.

Requirements:

- Must be 18 years of age or older.
- One to two years of experience in customer services and in an administrative capacity.
- Proficient in Microsoft Word, Excel, Power Point, e-mail, Internet, etc.
- Ability to maintain a high level of confidentiality and professionalism.
- Work with minimal supervision and meet deadlines.
- Communicate clearly orally and in writing.
- High school graduate and/or some college education preferred.
- Must possess a valid California driver license and reliable transportation.

Other:

- Must have strong leadership and creative skills.
- Able to stand or sit for long periods of time and be able to lift 15lbs. or more.
- Willing and able to work on the weekends, night events, and holidays.

Please email a resume and cover letter to Zang Her, Guest Service Manager at zher@fairytaletown.org.