

Summary:

The Waterfront Information Attendant is part of the Guest Services department and reports to the Director of Guest Services. The individual must like working with people, be confident, upbeat, positive, action-oriented, and be customer service oriented.

Applicants must be available to work from mid-May through mid-September and expected to work days, weekends and holidays.

Essential Duties and Responsibilities: (To include other duties that may be assigned.)

- To uphold Lakeside's Mission Statement, and to personally represent its goals and values at all times while on the Lakeside grounds.
- Provide general Lakeside information to guests
- Be knowledgeable of the events and programs, and also the history and mission of Lakeside.
- Be responsible for the care and cleaning of Lakeside property.
- Expected to have computer knowledge in order to process guest transactions.
- Open/close cash drawer as needed; manage cash and credit transactions.
- Answer guests' questions and forward concerns to the proper departments
- Input daily content for monitor display with general Lakeside information, upcoming events and notices
- Report injuries or emergencies at the waterfront to Safety Services
- Report waterfront restroom cleanliness, trash removal, etc. to Municipal Services
- Inventory and sell sundry beach items
- Rent beach chairs to guests
- Provide ODNR fishing regulations to guests
- Handle reservations and transactions for several activities, including, but not limited to: rentals for Sunfish sailboats, kayaks and standup paddleboards, registration for wooden boat cruises, sign up for sailing lessons, sign up for pond boat building classes, Splash Park events, registration for Historic Tram Tours and ticket sales for special events
- Register participants for recreation events, including, but not limited to: 5k Raccoon Run, triathlons and sailing races
- Those working at the start or end of a shift will be required to restock printed materials for guest use.
- Handle all seasonal and winter boat storage forms and lists.

Qualifications:

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High school graduate with the ability to work with the public and other employees. Guest service experience in a retail-type environment is preferred.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively with guests and co-workers.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where

Waterfront Information Attendant 2020 – Seasonal, hourly-non-exempt



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only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hand to finger, handle, or feel; reach with hands and arms; stoop, climb or balance; specific vision, depth perception, and ability to adjust focus. Must be able to lift up to 20 pounds. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Waterfront Information Attendant Signature

___/___/___
Date

Director of Guest Services Signature

___/___/___
Date