



CUSTOMER SERVICE & FACILITY REPRESENTATIVE

JOB DESCRIPTION

THE CUSTOMER SERVICE & FACILITY REPRESENTATIVE POSITION IS A VERY IMPORTANT ROLE IN THE ORGANIZATION AS YOU ARE USUALLY THE FIRST ONE TO MEET THE CUSTOMER. YOUR GOAL IS TO ENSURE THE GREATEST LEVEL OF CUSTOMER SATISFACTION BY WELCOMING THEM, ANSWERING ANY QUESTIONS, AND SERVING THEIR NEEDS. YOU WILL NEED TO HAVE A KNOWLEDGE OF THE DAILY RINK FUNCTIONS, AND BE ABLE TO PROBLEM SOLVE IN A FAST-PACED WORK ENVIRONMENT. YOU WILL ALSO BE RESPONSIBLE FOR THE PRESENTATION OF THE FACILITY. YOU WILL WORK DIRECTLY WITH THE ON-STAFF SUPERVISOR TO MAKE SURE ALL DAILY CLEANING TASKS ARE COMPLETED. A CUSTOMER SERVICE REPRESENTATIVE MUST BE OUTGOING, FLEXIBLE, AND BE AN INDEPENDENT WORKER.

Customer Service

- Have a knowledge of all rink programs and schedules
- Answer phone calls
- Greet customers and help answer questions
- Cash handling and Cash Register operations
- Point of Sale service in Skate Rental

Facility Maintenance

- Standard cleaning skills required, included but not limited to, vacuuming, sweep, mopping and operating a floor scrubber
- Work on tasks in a timely, independent and detail-oriented manner

CSFR's must be able to work week nights and weekends.