



CITY OF WESTMINSTER, CO  
invites applications for the position of:

# Guest Relations Clerk I/II

An Equal Opportunity Employer

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**SALARY:**

Hourly  
\$12.77 - \$18.90

**OPENING DATE:** 07/31/17

**CLOSING DATE:** 08/14/17 08:30 AM

**POSITION PURPOSE / IMPORTANT APPLICATION INFORMATION:**

*The full salary range for this position is stated above. The starting range of pay is dependent on qualifications and experience of each individual candidate. Proficiency in Spanish and/or another language is preferred for this position. The City of Westminster offers a bonus of up to \$1,500 per year depending on the employee's fluency in Spanish, Hmong, and/or Laotian.*

The Guest Relations Clerk position performs work of a varied and routine nature, which includes providing guest service, performing a number of registration functions, point of sale transactions, and/or assisting with other department work. Once trained, employees must be able to perform with minimal supervision in a fast-paced leisure facility environment. There are currently two openings. Job hours will vary and may include nights and weekends.

**ORGANIZATIONAL COMPETENCIES AND CULTURAL VALUES/GENERAL COMPETENCIES:**

The **mission** of every employee at the City of Westminster is to deliver exceptional value and quality of life through SPIRIT. The City measures each employee by the ability to adhere to the City's core values of Service, Pride, Integrity, Responsibility, Innovation, and Teamwork.

This position supports the goals of the Parks, Recreation and Libraries Department, which enhances the quality of life for all Westminster citizens by providing diverse leisure, recreational and informational services and resources; and acquiring, developing and maintaining first-class parks, facilities, open space and recreational trails. This position works towards the accomplishment of the Departments mission: "Together we create exceptional opportunities for a vibrant community with a commitment to nature, wellness and literacy."

**Every employee is accountable to:**

- Demonstrate a high level of customer service; encourage others to focus on the customer; foster an environment where customer service is a priority
- Communicate with customers to ensure that, where possible, they are satisfied, and that their needs are being addressed; solicit and evaluate customer feedback
- Act as an ambassador by understanding and fostering the organization's mission and vision
- Exhibit pride in self, the department, the city, and the community; conduct self in a professional manner
- Demonstrate integrity and builds trust through credibility, reliability, commitment, loyalty, and ethical behavior
- Address difficult or contentious issues in a constructive manner

- Support/promote change; demonstrate flexibility, and take calculated risks when appropriate
- Participate in personal growth opportunities, and attend trainings designed to enhance capacity to bring new skills and ideas to the job and the organization
- Work to continuously improve the efficiency and effectiveness of the service or product being delivered
- Demonstrate support for team efforts by accepting new roles and responsibilities, and helping others achieve objectives
- Value diversity; demonstrate an awareness of differences; demonstrate sensitivity, and adapt behaviors and communication to accommodate these differences

## **GENERAL COMPETENCIES**

### **Citywide - Every employee in this position is accountable to:**

- Establish effective interpersonal relationships through honest, open communication and follow-through on commitments
- Recognize personal strengths and weaknesses, and target areas for personal self-development
- Demonstrate initiative in performing job tasks
- Exhibit problem-solving skills leading to sound judgment and quality decisions
- Achieve goals, handle assigned workload and new assignments effectively; demonstrate an ability to work independently
- Communicate effectively with individuals and groups using clear and concise verbal and written communications
- Demonstrate accountability for work, and take ownership in job performance
- Demonstrate concern for the accuracy and quality of work; take steps to correct mistakes and improve the overall product

### **Job Specific - Every employee in this position must be able to:**

- Demonstrate knowledge of current guest service and business practices, using office equipment and computer software
- Demonstrate excellent skills in guest/host relations
- Learn routine business procedures within 6-month training period and access information.
- Understand and carry out oral and written instructions
- Handle consistent cash transactions accurately
- Assist the public and City staff in a friendly and helpful manner establishing effective working relationships
- Maintain moderately complex records diligently and accurately
- Work in a high-usage/fast-paced recreation facility environment
- Demonstrate knowledge or experience in the operation of standard office equipment including the personal computer, telephone, copy machine, and cash drawers
- Demonstrate familiarity with Microsoft Windows and recreation software

### **Every employee at the Guest Relations Clerk II level must also be able to:**

- Demonstrate skills and abilities in facility operations, including extensive knowledge of the recreation facility and City operations
- Demonstrate extensive skills and knowledge in computerized registration processes
- Order supplies and forms, and organize and restock inventory
- Demonstrate skill in accounting/billing programs
- Demonstrate proficiency working with other computer software programs such as Excel and PageMaker
- Work closely with Recreation Facility Supervisor, Facility Assistants, program staff, and instructors to ensure effective guest service
- Assist with facility monitoring and set-up of equipment



- Demonstrate knowledge of and ability to work at all Westminster Recreation clerical stations
- Assist in booking of facility rentals and group usage

## **JOB SPECIFIC FUNCTIONS:**

### **Essential Job Functions, Duties, Responsibilities, and Tasks**

#### **Guest Relations Clerk I**

1. Perform reception and guest relations duties in a fast-paced, high volume environment, which may include:
  - Selling membership passes, taking program registrations, completing point of sale transactions and merchandise sales, making court reservations, taking general admissions, performing ID verifications, and handling high-volume telephone calls
  - Directing individuals to proper locations, providing information, and other activities that serve the center guests
  - Scheduling rooms and birthday parties and assisting with rental requests
  - Maintaining, ordering, and inventorying coffee, office and pro shop supplies, and displays
2. Complete accurate transactions (cash, check, credit card, gift card) and reconcile at end of shift
3. Sort and file various types of correspondence, material, and documents
4. Assist in marketing efforts including proofing seasonal brochures, flyers, and special campaigns
5. Provide information related to department facilities, programs, and activities using phone, e-mail, and personal contacts
6. Monitor guest adherence to facility policies and procedures and report disruptive behavior
7. Assist in the maintenance of various records and manuals such as inventory, activity reports, billing, receipts, membership passes, reservations, and minor financial account.
8. Assist in the scheduling, tracking, paperwork, and supervision of community service workers and volunteers
9. Serve on committees as needed such as facility Safety Committee, SilverSneakers, and special events
10. Maintain lost and found
11. Maintains regular and punctual attendance

#### **Guest Relations Clerk II**

1. Perform all Guest Relations Clerk I functions
2. Assist with pro shop inventory control and merchandise ordering
3. Order, organize, and re-stock supplies, materials, and forms
4. Provide initial and ongoing training to Guest Relations Clerk I and substitutes
5. Perform light custodial duties, equipment set-up, and locker room assistance as needed
6. Maintains regular and punctual attendance
7. Support Recreation Program staff

#### **Other Duties and Responsibilities for Guest Relations Clerk I and II**

1. Conduct facility tours for potential new members
  2. Monitor participants and activities in the facility
  3. Assist in the training of newly-hired Guest Relations Clerks and substitutes.
  4. Attend required number of City of Westminster training sessions
- Incumbent is accountable for all duties of this job, and other projects and responsibilities may be added at the City's discretion.

## **POSITION REQUIREMENTS/WORKING CONDITIONS/PRE-EMPLOYMENT REQUIREMENTS:**

### **Education, Experience, Skills, Formal Training, Licenses, and Certifications Required:**

- Must be at least 18 years of age

- Graduation from high school or GED
- Must possess or be able to obtain first aid, AED and CPR Certification within sixty (60) days of hire
- Keyboard speed of 25 words per minute

### **Preferred:**

- Familiarity with current computer applications, specifically RecTrac
- Cash handling experience
- A minimum of one (1) year customer service experience in a fast-paced environment
- Knowledge of Spanish and/or other languages

Any equivalent combination of education, training, and experience, which would provide the required knowledge and skills, may be considered.

This position progresses to a Guest Relations Clerk II position, which requires a minimum of three (3) years experience as a Guest Relations Clerk I at the City of Westminster and demonstrated proficiency in all duties and responsibilities of the Guest Relations Clerk I classification.

### **Physical Requirements**

Work is sedentary in nature, and requires sufficient physical stamina and strength for:

- Constant sitting to perform daily tasks; occasional walking through a multilevel facility to retrieve information; frequent standing, sometimes for extended periods
- Frequent squatting, reaching above shoulder, and twisting to file documents and lift supplies and material; occasional bending, kneeling, climbing, balancing, and reaching below shoulder to store documents, material, and supplies
- Constant light grasp, fine manipulation, and handling to perform daily duties; occasional firm grasp to safely use equipment
- Frequent lifting, carrying, pushing, and pulling of up to ten (10) pounds to move material and supplies; occasional lifting, pushing, and pulling of up to twenty-five (25) pounds with dollies and carts

### **WORKING CONDITIONS**

Work is constantly indoors and is primarily sedentary office work. Must demonstrate the ability to meet the physical demands of the job including the ability to retrieve information from various locations in the office when needed. Exposure to periods of high activity and stress under demanding conditions. The position requires a great deal of communication with City employees, the public, and outside agencies.

### **Required Materials and Equipment**

Cash register, telephone, fax machine, photocopy machine, calculator, scanner, books and files, personal computers, and other standard office equipment.

### **PRE-EMPLOYMENT REQUIREMENTS**

- Background checks will include employment references and criminal history, and when applicable, credit check, driver license record, and education verification
- Drug screen
- Must be legally entitled to work in the United States

APPLICATIONS MAY BE FILED ONLINE AT:

<http://www.cityofwestminster.us/jobs>

OUR OFFICE IS LOCATED AT:

4800 West 92nd Avenue  
Westminster, CO 80031  
303-658-2150

Job #17-00121

GUEST RELATIONS CLERK I/II  
JK



## Guest Relations Clerk I/II Supplemental Questionnaire

- \* 1. Do you meet the minimum age requirement of 18 years of age for this position?  
☐ Yes   ☐ No
  
- \* 2. Do you have a high school diploma or a GED?  
☐ Yes   ☐ No
  
- \* 3. Do you have customer service experience in a fast paced environment?  
☐ Yes   ☐ No
  
- \* 4. Do you have experience with any computerized registration software packages (e.g. RecTrac or similar)?  
☐ Yes   ☐ No
  
- \* 5. Do you have current First Aid, CPR, and AED certifications?  
☐ Yes   ☐ No
  
- \* 6. If you do not currently have First Aid, CPR, or AED Certifications, are you able to obtain these certifications within sixty (60) days of hire? If you already have current certifications, please respond with N/A.  
☐ Yes  
☐ No  
☐ N/A
  
- \* 7. Select your keyboarding (typing) words per minute (WPM) speed?  
☐ 60+ WPM  
☐ 50-59 WPM  
☐ 40-49 WPM  
☐ 30-39 WPM  
☐ Less than 30 WPM
  
- \* 8. Do you have cash handling experience?  
☐ Yes   ☐ No
  
- \* 9. Do you possess any foreign language skills?  
☐ Yes   ☐ No
  
- \* 10. If you have foreign language skills, please indicate which language and your level of fluency in both written and verbal skills. If you have no foreign language skills, please respond with N/A.

\* 11. Current hours for these positions will vary and may include early mornings, evenings and weekends. Are you available to work early mornings, evenings and weekends?

☐ Yes   ☐ No

\* 12. When are you available to begin working?

☐ Immediately

☐ One (1) week

☐ Two (2) weeks

☐ More than two (2) weeks

\* 13. List date(s) (month/days) which you will be unable to work due to planned special circumstances such as vacations, special events, etc. If none, please respond with N/A.

\* Required Question