



<b>Job Title:</b> Assistant Guest Service Coordinator	<b>Pay Range:</b> \$20 per hr.
<b>Exempt/Non-exempt:</b> Non-Exempt	<b>Full Time / Part Time / Seasonal:</b> Full Time
<b>Schedule:</b> Saturdays and Sundays, Weekdays, Holidays	<b>Minimum Hours:</b> 40
<b>Department:</b> Guest Services Department	<b>Supervisor:</b> Guest Services Manager

The Assistant Guest Service Coordinator is responsible for developing and maintaining the birthday party program, providing supervisory support of the part-time 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 and supervise incoming part-time 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.

**Other:**

- Must have strong leadership and creative skills.
- Able to walk, 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](mailto:zher@fairytaletown.org).