

**Herman Park Conservancy
Job Description**

JOB TITLE: Visitor Services Party Host
REPORTS TO: Director, Visitor Services
DEPARTMENT: Visitor Services
FLSA STATUS: Non-Exempt

OVERVIEW: The party team must consistently maintain high levels of customer service in an amusement park setting. The team is responsible for the set-up, execution, and clean-up of parties in The Brown Foundation Volunteer Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Set-up and decorate party spaces. Be creative
- Work directly with birthday family to ensure that all expectations are exceeded
- Ensure a memorable experience through monitoring that party is going according to schedule, anticipate guest's needs and offering assistance
- Help with fun games and activities for children
- Clean party spaces after each event insuring a consistently clean environment
- Promote Conservancy activities and events.
- Support all Conservancy operations.
- Treat every visitor as a guest by providing outstanding customer service and engagement. Come to work on time ready to serve the guests. Demonstrate positive body language, good hygiene, and proper dress
- Acknowledge every guest with a smile, eye contact, and warm verbal greeting
- Show every guest appreciation by thanking them and inviting them to return
- Respond to emergency situations effectively and report any collisions and accidents to management in a timely manner.
- Monitor and report unsafe conditions to management promptly.
- Provide information about Park facilities, HPC programs, and rules and regulation.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

COMPETENCIES - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Interpersonal

- Responds promptly to customer needs.
- Responds to requests for service and assistance.
- Meets commitments.
- Keeps emotions under control.
- Contributes to building a positive team spirit.
- Supports everyone's efforts to succeed.

Organization

- Creative, organized and diligent multi-tasker with strong attention to detail
- Contributes to profits and revenue.
- Treats people with respect.
- Keeps commitments.
- Works with integrity and ethically.
- Upholds organizational values.
- Follows policies and procedures.
- Supports organization's goals and values.

Self-Management

- MUST be reliable in being on time for all scheduled shifts
- MUST be flexible in availability for work shifts. This position is primarily weekends and holidays.
- Follows instructions, responds to management direction.
- Takes responsibility for own actions.
- Exhibits sound and accurate judgment.
- Approaches others in a tactful manner.
- Reacts well under pressure.
- Treats others with respect and consideration regardless of their status or position.
- Accepts responsibility for own actions.
- Demonstrates accuracy and thoroughness.
- Looks for ways to improve and promote quality.
- Applies feedback to improve performance and monitors own work to ensure quality.
- Observes safety and security procedures.
- Reports potentially unsafe conditions.
- Uses equipment and materials properly.

Language, Math and Reasoning

- Ability to read, analyze and interpret documents such as safety rules, operating and maintenance instructions and procedural manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurements, volume and distance.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

EDUCATION, EXPERIENCE, and TRAINING:

- No prior experience or training.

CERTIFICATES, LICENSES, REGISTRATIONS:

- There are no specific requirements for this position.

PRE-EMPLOYMENT SCREENING:

- This employee is required to take a pre-employment background check.

COMPUTER SKILLS:

- There are no specific requirements for this position.

PHYSICAL DEMANDS - 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.

- The employee must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; talk and hear.

While performing the duties of this job, the employee is frequently required to sit.

While performing the duties of this job, the employee is occasionally required to stoop, kneel, crouch, or crawl; taste; smell.

VISION REQUIREMENTS

- Close vision (clear vision at 20 inches or less)
- Distance Vision (clear vision at 20 feet or more)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point).
- Depth perception (three dimensional vision, ability to judge distances and spatial relationships).

WORK ENVIRONMENT - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- This position works in an environment with moderate noise level. (Examples: business office with computers and printers, light traffic.)
- While performing the duties of this job, the employee is occasionally exposed to wet or humid conditions.
- While performing the duties of this job, the employee occasionally
- works near moving mechanical parts.
- While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles.
- While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions including extreme heat.

Note: Nothing in this job specification restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Critical features of this job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.

I have read and understand the duties of my position:

Print Name: _____ Date: _____

Signature: _____