



Company: Iceoplex Operating LLC

Facility: Printscape Arena at Southpointe

Department: Customer Service

Position(s): Customer Service Representative

Reports To: Customer Experience Manager and Facility Manager Directly, other Senior Management in their absence

Job Type: Part Time

Schedule: Weekday nights between 4:00pm-11:00pm and weekends 7:00am-11:00pm

Salary: \$10.00/hr - \$12/hr, commensurate with experience, with Facility specific perks

Job Summary:

The Customer Service Representative is responsible for a variety of tasks during their shift. The team member will provide superior customer service to guests at all times by providing a clean, safe, and welcoming environment while adhering to Company Policies, Procedures, and Best Practices.

Customer Service Responsibilities:

- Provide fast and courteous service to all customers
- Provide information to customers about programs and events within the facility
- Answer phones in a friendly and timely manner
- Take payments for a variety of drop in and in house programming
- Maintain a clean work environment
- Conduct light cleaning and janitorial duties; including but not limited to: use of broom/dustpan in lobby and restrooms, disinfecting surrounding surfaces, restroom cleaning/stocking
- Input registration information into internal information systems
- Direct customers to proper Program Manager if needed
- Assist with any customer questions and concerns
- Communicate with building attendants for locker room check process
- Provide proper documents to customers for registration processes
- Assist Customer Experience Manager with any tasks assigned during shifts.
- Handle cash drawer, Point of Sale and Registration system, and prepare daily deposits
- Host birthday parties
- Ability to lift up to 50 pounds

- Other tasks as assigned by Supervisors

Qualifications:

- Valid Driver's License required
- Obtain PA Act-15 related clearances within 30 days of employment and maintain those related clearances throughout employment at the facility
- Complete any required background checks
- Must be available to work nights and weekends, as they are integral to the success of the Arena
- Ability to work in a fast paced environment and deal with multiple tasks simultaneously
- Ability to work in different climates, ranging from cold to hot, associated with an ice rink and indoor multipurpose sport arena
- Ability to safely navigate the building from one area/level to another
- Strong work ethic and positive attitude with excellent attention to detail
- Organizational and time management skills, with ability to problem solve under pressure
- Excellent customer service skills
- Excellent written and verbal communication skills
- Experience working with Google Drive and its related functions preferred
- Ability to work independently and as part of a team, at times with minimal or no supervision

Physical Demands of the Position:

- Stand, Walk, sit, use hands and fingers, handle objects and office tools, reach, balance, stoop, crouch, kneel, talk, and hear. The employee must occasionally lift and/or move up to 50 pounds. The employee is exposed to a variety of room temperatures associated with an ice rink in the building, and with noise levels usually moderate to loud.

**This job description does not contain a comprehensive listing of activities, duties, or responsibilities. Other tasks and duties may be assigned as needed by Senior Management members.*

Iceoplex Operating LLC and Printscope Arena at Southpointe are an Equal Opportunity Employer.