

## **Guest Support Services Representative, Day Shift**

### Job summary

The Guest Support Services Representative is responsible for keeping assigned areas of the church in a clean and safe condition, and ensuring all guest interactions are positive and professional.

Dependable, responsible, and self-motivated. Must have regular timely attendance during stated or negotiated hours.

Ability to reach, bend, stoop, kneel, and stand for extended periods of time. Must have the ability to lift a minimum of 40 pounds and to have complete mobility in building and grounds activities.

### **Core Responsibilities**

Beverage services to assigned meeting spaces

Floor maintenance -- vacuuming, mopping, and gum removal

Put all garbage in appropriate containers (recycle vs trash).

Accommodate Weddings and Funerals as needed. Spot clean sanctuary and all public areas before and after the service.

Kitchens: The sinks, counters, and appliances are to be kept neat and clean and monitored weekly. The floors are to be dust mopped and buffed, wet mopped and buffed as needed.

GSSR is responsible for keeping inventory of all cleaning or kitchen supplies and order/purchase when items are needed. Major purchases should be coordinated with the Director of Operations.

Windows, Glass and Doors: All static glass surfaces are to be cleaned weekly or as needed.

Maintaining and re-supplying restrooms: keep floors clean, restock paper towels and toilet paper, clean mirrors and countertops.

Dusting, polishing hand railings, clean counter tops and woodwork

Setting up rooms and meeting spaces, moving furniture and moving and transporting boxes in and outside of main facility

Interacting with guests to provide outstanding guest service and provide basic

information to enhance the guest experience

Perform other duties as required by the Director of Operations as needed.

Police area daily for appearance, security, breakage or malfunctions.

### **Absolutely Required Skills/Knowledge/Ability/Experience or Education**

High School graduate or equivalent

Experience in using custodial supplies and equipment

Strong written and verbal skills

Must be able to pass background check

### **Preferred Skills/Knowledge/Ability/Experience or Education**

Ability to learn and perform maintenance skills to meet core responsibilities

Interest in and ability to interact with guests to answer common questions, provide program information and deliver outstanding guest service

### **Reporting Structure**

This position will be under the direction and authority of the Director of Operations and the Executive Director of Operations.

### **Scheduling:**

Two part-time positions are available with flexibility in the schedule

One part-time days

One part-time evenings

Rotating weekends Saturday AND Sunday

Hours needed are:

7:00 a.m. to 12:00 p.m. Monday through Friday

5:00 p.m. to 10:00 p.m. Monday through Friday

Saturdays 8:00 a.m. to 6:00 p.m.

Sundays 6:00 a.m. to 2:00 p.m.