

Wetlands Water Park  
Customer Service  
Position Description

**JOB TITLE:** Customer Service Attendant

**QUALIFICATIONS:**

Prior customer service/group sales experience  
Aquatics experience preferred

**EXPERIENCE:**

All realms of customer service knowledge and experience  
Accounting, safety and problem solving skills  
Promotion of excellent customer service through communication and action

**PRIMARY DUTIES:**

Responsible for customer service office and duties  
Promotion of good will and excellent service to all patrons  
Documentation and logging of all incidents involving customers  
Issuing season passes, including photo taking, filling out documents and handling payments  
Issuing wrist bands for height required slides  
Captain of all groups, parties and their programs at the park  
Selling of merchandise and coordinating payments  
Communicating with supervisors the department needs and issues addressed  
Operate public address system and relay messages as such

**SECONDARY DUTIES:**

Minor cleaning and maintenance  
Assist in any capacity relating to customer service(caf , admissions, etc.)  
Assist with after hours parties

**RESPONSIBLE TO:**

Seasonal Water Park Manager and Seasonal Water Park Director.