



Guest Services Representative

Job Title:	Guest Services Representative
FLSA Classification:	Non- Exempt
Department:	Administration
Supervisor:	Center Manager

Job Description

Duties include, but are not limited to:

- Strong communication, process, and project management skills; and must be able to effectively collaborate and influence all levels of management.
- Ability to work across organizational boundaries, bringing together people with diverse perspectives and experiences to identify tactical issues and emerging areas of concern to find solutions.
- Demonstrate a strong passion for and a strong record of delivering high-quality results, and a desire to be part of a strong and supportive team
- Provide sound guidance to management on process (including technical) issues
- Demonstrate highly professional demeanor; meet the highest standards of integrity
- Highly collaborative with demonstrated ability to work in a global setting across a variety of cultures and styles

Job Specific Duties

- Ensure the daily activities and administrative functions of the front desk are completed in a sensitive, highly visible and dynamic environment, requiring management of multiple and rapidly changing priorities.
- Ability to pass PACE marketing exam within the first 60 days of employment.
- Maintaining knowledge and utilization of the current versions and future releases of application soft wares and documentation system.
- Identify and recommend processes to improve optimal guest services.
- Guest service representatives are expected to:
 - Express information to individuals or groups effectively and accurately.
 - Take into account the audience and nature of the information (for example, technical, sensitive, controversial), uphold HIPAA regulations at all times.
 - Make clear and convincing oral presentations.
 - Listen to others, attends to nonverbal cues, and responds appropriately.



- Proper phone etiquettes, greeting of participants and visitors, and monitor the flow of reception area.
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members

The Guest Services Representative must be creative and enjoy working within a global environment that is results-oriented, values-driven, and brand-focused. The ideal candidate will have the ability to exercise excellent judgment and high confidentiality in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Guest Services Representative will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure, in a highly visible role, at times to handle a wide variety of activities and confidential matters with discretion.

Acknowledgment

I have read the above Guest Services Representative job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

I understand the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Fresno PACE for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work.

Furthermore, Fresno PACE reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

I understand that employment at Fresno PACE is “at will”, meaning that employment is for no definite period of time and may be terminated by me or Fresno PACE at any time and for any reason.

Employee Signature

Date



 Fresno PACE Representative

 Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.

Written Date	08/01/2014	Revised Date	
Reviewed Date	06/21/2017	Discontinued Date	
Approved By and Title: QAPI Committee			