



Job Description

Job Title: Guest Services Representative

Supervisor: Assistant Director - Administration

Salary: \$8.00/hour

Hours: 10-15 hours/week

Job Description:

- Provide exceptional customer service to every guest in The Coliseum
- Create a welcoming environment to all guests entering The Coliseum
- Answer and direct all correspondences in an appropriate and respective manner
- Become an expert on The Coliseum and The University of West Georgia
- Perform established opening and closing procedures for the office as assigned
- Utilize all resources available to accurately answer all questions effectively and efficiently
- Keep and maintain quality records including:
 - Phone messages
 - Word of mouth messages
 - Lost and found items
 - Organize mail boxes and deliveries
- Ensure office policies and procedures are followed at all times
- Attend all staff meetings scheduled
- Perform other duties as assigned

Requirements:

- Must have excellent customer service skills
- Must have knowledge of Excel, Word, and PowerPoint
- Must be able to keep neat and accurate records
- Must be able to work in a team environment
- Willingness to maintain a clean and safe work environment
- Must be willing to work office hours, typically 8 a.m.-5 p.m.
- Must be a full-time student at The University of West Georgia currently pursuing a degree