

Bowling Customer Service Associate

Nature of Work

This is recreational, administrative and limited accounting work assisting with bowling center operations and related recreational activities for the Pigeon Forge Community Center. Activities associated with the job include greeting and assisting members and visitors to the bowling center, assisting with recreation center operations and providing general information about bowling programs and facilities. Additional activities include distributing and collecting bowling equipment and supplies, receiving and receipting fees for bowling activities, assisting with special events and other activities, answering incoming calls and assisting with the reconciliation and deposit of fees. Maintenance on pinsetters and lanes is also performed as needed. Job responsibilities require experience working in a recreational facility preferably in a bowling center, knowledge of the community center operating policies and procedures, experience performing basic bookkeeping and cash handling activities, general knowledge of the cleaning and maintenance requirements of the recreation center and good organizational, interpersonal and decision making skills. Job performance is evaluated by the Bowling Center Manager through review of adherence to community center rules and regulations, level of administrative and accounting support provided for center activities, dependability in performing job assignments, knowledge of bowling programs and league requirements, accuracy of cash management responsibilities and organizational, interpersonal and decision making skills.

Illustrative Examples of Work

- Greet and assist visitors and patrons participating in community center bowling programs and activities to ensure effective public relations for the center.
- Ensures that bowling center participants are properly registered with community center and examines membership tags for members to scan each time they enter the facility.
- Signs in visitors, looks at their photo ID and provides them with information regarding memberships, programs and daily fees.
- Assists with registering individuals for various bowling programs and activities including special events, birthday parties, etc.
- Prepares incident reports and submits to the appropriate supervisor in a timely manner.
- Provides assistance for special events, contests, parties, etc. as needed.
- Assists with opening and closing the facility, runs reports, processes the paperwork and counts and balances the funds received for the day.
- Assists with recreation center operations, issues recreational equipment and assists with maintaining the reception area in a clean and organized manner.
- Assists with enrolling program participants and receiving, recording and accounting for fees and other charges.
- Distributes, monitors and collects bowling shoes, bowling balls and other equipment.

- Assists with minor repairs and adjustments to pinsetters and cleans and resurfaces bowling lanes as needed.
- Assists with monitoring the use of the bowling facility and assists with cleaning and organizing the facility as necessary.
- Assists with monitoring the actions of the bowlers and other individuals utilizing the bowling center, maintaining discipline and enforcing center rules and operating policies.
- Assists with intervening between patrons utilizing the facility when disagreements or arguments occur.
- Notifies the appropriate personnel in the event of emergency situations, discipline problems, malfunctioning equipment, etc.
- Explains the rules and regulations required to use the bowling facility and/or participate in programs and activities.
- Answers incoming calls, provides information about recreational activities and operations and/or refers the caller to the appropriate party.
- Assists with operating the cash drawer and recording, reconciling and depositing fees received for bowling programs, rental space, use of equipment, etc.
- Provides tours of the bowling center to new visitors and other individuals interested in utilizing the center.
- Assists with addressing complaints and/or other issues or refers them to the appropriate party for resolution.
- Performs duties as required.

Necessary Requirements of Work

Graduation from an accredited high school supplemented with additional training and experience in recreation and/or community center activities; knowledge of recreational facilities and bowling center operations; experience performing basic bookkeeping duties; good interpersonal, organizational and decision making skills; or any equivalent combination of education and/or experience to provide the following knowledge, abilities and skills:

- Considerable knowledge of basic bookkeeping and accounting practices including the receipt and recording of cash, reconciliation of accounts and depositing of funds.
- Considerable knowledge of the maintenance and cleaning requirements of large municipal recreation center.
- Considerable knowledge of recreational facilities operating and safety policies and procedures.
- Considerable knowledge of the fees and other related charges required for participating in recreational activities and events.
- Considerable knowledge of bowling facility operations including Pro Shop operations and maintenance activities.
- Considerable knowledge of the proper disposal of bodily fluids and the use of universal precautions.
- Ability to effectively monitor and observe the activities of individuals participating in bowling activities and related programs.
- Ability to interact with participants in a professional and courteous manner.

- Ability to consistently adhere to all established policies and procedures and perform job assignments in a timely and dependable manner.
- Ability to enforce rules in a diplomatic and impartial manner.
- Ability to consistently account for all funds received on a daily basis and ensure the timely deposit of all fees, deposits, etc.

Necessary Special Requirements

- Current certifications in First Aid and CPR.
- Current certification in AED.
- Possession of a valid Tennessee Driver's license and the ability to be insured at standard vehicle liability rates.

Physical Requirements

- This is light work requiring exerting up to 20 pounds of force occasionally and up to 10 pounds of force frequently
- The position requires considerable physical activity including walking, lifting, reaching, stooping, pulling, grasping, balancing, climbing, kneeling, standing and crouching.
- Visual acuity is required to monitor bowling facility activities and conduct of program participants.
- The worker is subject to inside atmospheric conditions, job hazards and noise.
- Work requires hearing sufficient to accurately perceive information a normal spoken word level.
- Vocal communications are required for expressing and exchanging ideas and commands by means of the spoken word.

Pigeon Forge, Tennessee
FLSA – Non – Exempt
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