



## **JOB DESCRIPTION**

### **GUEST SERVICES COORDINATOR**

### **DRIPPING SPRINGS RANCH PARK**

*Draft A*

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#### **A. GENERAL PURPOSE,**

The DSRP Guest Services Coordinator serves as the secondary Event Center liaison for booking rentals and hosting events. The Coordinator also performs general administrative assistance and clerical duties for the business operations of Dripping Springs Ranch Park and Event Center. Assists Ranch Hand Coordinator with facility maintenance by submitting and tracking necessary work orders as needed. Provides various support to other DSRP Event Center operational needs as directed by the DSRP Event Center Manager and/or Parks and Community Services Director. Performs duties of DSRP Event Center Manager when the manager is absent or unavailable.

#### **B. ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Manages DSRP Membership program and benefits, increases member numbers year after year, coordinates annual membership renewal program, creates special member incentives and social events inspiring connection and community among the equine enthusiasts of Dripping Springs Ranch Park.
2. Identifies the mountain bike and hiking community at Dripping Springs Ranch Park. Coordinates educational trail etiquette and park use clinics.
3. Develops and coordinates event center and park volunteer program working closely with Lead Ranch Hand, DSRP Event Center Manager, City Maintenance Director, and Hays County Master Gardeners and Naturalists to identify annual park needs.
4. Creates, develops, implements, markets and oversees DSRP's RV and primitive camping program. Problem solves and applies current in-house software for bookings or researches and recommends new software to best seamlessly service over-night park reservation operations and guests.
5. Ensures that all membership profiles and event rental booking details are executed professionally and with attention to detail.

6. Serves as DSRP Event Center & Arena public liaison when Dripping Springs Ranch Park Event Center Manager is not onsite and as otherwise directed by the Dripping Springs Ranch Park Event Center Manager.
7. Manages general email and telephone communications including answering the phone, transferring and screening calls, answering general questions about the event center, DSRP and rental processes.
8. Actively promotes DSRP Event Center rental availability to existing clients and potential customers with a goal of increasing bookings year after year.
9. Receives payments and follows correct payment processing, cash handling, and accounting procedures. Reconciling daily business transactions at the end of every day.
10. Ensures the Event Center lobby/entrance is kept pleasant, clean, and orderly.
11. Receives and distributes general complaints. Uses independent judgment in handling general complaints with a high standard of customer service as primary motivator.
12. Copies, faxes, and emails documents.
13. Files and retrieves documents, records, and reports.
14. Interacts with the public daily through the Event Center's primary customer service office.
15. Assists Event Center Manager with supporting the DSRP Event Center Board and monthly meetings.
16. Performs day to day point of sale transactions, manages the application of Activenet, the Parks & Community Services department's system-wide business operations software.
17. Assists in the organization, coordination, and administrative duties related to Event Center special events.
18. Assists with the organization and maintenance of DSRP & Event Center files while adhering to record retention requirements.
19. Prepares memos, letters, presentations, and other documents using computer, spreadsheets, databases, or presentation software.
20. Assists with the acceptance, review and development of all business-related forms and contracts.

21. Assists Manager with researching administrative systems, policies, and procedures ensuring that DSRP Operations is meeting and/or exceeding industry standards.
22. Works collaboratively with Event Center Coordinator in planning, coordinating, and monitoring special events and rentals as requested by the Event Center Manager.
23. Maintains the facility reservation calendar, ensuring 100% up-to-date accuracy at all times.
24. Works collaboratively with Event Center administrative team on maintaining and keeping Event Center social media sites dynamic and the website Calendar up to date.
25. Travels to various destinations in and out of the City as required.
26. Provides general facility daily maintenance assistance for the Event Center including cleaning restrooms, common areas, and picking up and disposing of litter when necessary or required.
27. Maintains effective working relationships with employees, City officials, and the general public.
28. Maintains confidentiality.
29. Performs other tasks as assigned by the Event Center Manager.

**C. SUPERVISION**

Works under the general direction of the Dripping Springs Ranch Park Event Center Manager.

**D. EDUCATION AND EXPERIENCE**

High School Diploma. Graduation from an accredited junior college, college or university with a degree; or Four (4) years of progressively responsible municipal work, secretarial work, or executive administrative work; or any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis. Experience in customer and guest services. Must be able to listen and communicate (written and verbal) clearly, and possess exceptional grammar, spelling, and proofreading skills. Proficiency in or the ability to quickly learn Point of Sale software, Microsoft Office including Word, PowerPoint, and Excel required.

**D. TOOLS AND EQUIPMENT USED**

Personal computer including word processing and spreadsheet software, 10-key calculator, phone, copy machine, fax machine, and any other new equipment needed for this position.

## **E. SPECIAL REQUIREMENTS**

1. A valid state driver's license.
2. While performing the duties of this job, the employee is required to sit for extended periods of time and communicate orally with others. The employee is occasionally required to move around the Ranch Park Event Center and Park.
3. The employee must be able to lift up to 20 pounds of office supplies, files, and equipment.

## **F. WORK HOURS**

Core work hours are between 8:00 am and 5:00 pm including one hour for lunch, Monday through Friday except holidays. However, there may be instances where the Guest Services Coordinator is needed to support an event on evenings and/or an occasional weekend. This position is full-time, exempt, and eligible for comp-time pursuant to the business needs of the DSRP Event Center and at the direction of the Event Center Manager. Any comp-time hours performed must be preapproved by the Event Center Manager.

## **G. SALARY**

Pay days are every other Friday, or as otherwise determined by the “City of Dripping Springs Personnel Manual.”

## **H. BENEFITS**

Benefits shall be in accordance with those outlined in the “City of Dripping Springs Personnel Manual,” as may be modified by the employee’s offer letter and subsequent revisions to the Manual.

## **I. EQUAL OPPORTUNITY EMPLOYER**

The City’s employment decisions are made without regard to race, color, religion, sex, age, national origin, sexual orientation, handicap, or marital status. Discrimination or harassment against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personnel administration because of political or religious opinions or affiliations, membership or non-membership in employee organizations, or because of race, color, national origin, age, disability, veteran status, sex, or marital status is prohibited. If you would like to arrange for accommodations, we encourage you to contact Ginger Faught at (512) 858-4725.

***Please note:** This Position Description is not a contract, and shall not be construed to alter an employee’s at-will relationship. The terms and conditions of any employee’s position with the City may be altered by the City Council at any time. To the extent reasonably possible, this Job Description, the Personnel Manual, and the employee’s Offer Letter shall be read together in*

*harmony. If there are conflicts between this Position Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.*