

# JOB DESCRIPTION

**JOB TITLE:** Guest Experience Representative  
**CLASSIFICATION:** Non-Exempt  
**REPORTS TO:** Guest Experience Manager  
**LAST UPDATED:** January 2024

## MISSION

VINE is redefining aging and promoting the well-being of aging adults through programming, services, and community engagement.

## POSITION SUMMARY

Under the supervision of VINE's Guest Experience Manager, the Guest Experience Representative provides a positive first impression for guests entering the VINE Adult Community Center and assists guest and member operations. This position is a part-time, afternoon shift. Monday – Friday 1:30pm-7:30pm. Some occasional morning and/or weekend hours may be required.

## ESSENTIAL FUNCTIONS

1. Greet members as they enter and ensure that they have checked in appropriately to their events.
2. Accurately schedule appointments, register members, and enter all required data in computer.
3. Develop a knowledge of insurance policies and verify coverages.
4. Answer incoming phone calls and direct the call to the appropriate department.
5. Listen to voicemail messages and direct messages to appropriate staff member.
6. Handle financial transactions pertaining to classes, membership, and activities.
7. Greet and answer questions that non-members have.
8. Assist prospective members with scheduling a tour and new membership on-boarding.
9. Keep front desk clean and supplied with all the necessary supplies, forms, and communication.
10. Receive letters and packages and send them to appropriate destination.
11. Monitor and update records and files.
12. Assist staff with miscellaneous administrative work as needed.
13. Work with staff to ensure a professional and happy member experience.
14. Perform other duties as assigned.

## COMPETENCY – KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrate computer competency with the Microsoft Office suite and willingness to learn Schedules Plus is required.
- Willingness to learn other software required.
- Strong verbal and written communication skills.
- Experience working with older adults.
- Able to pass a criminal background check.

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## **EDUCATION AND EXPERIENCE**

Course work required for high school graduation in Minnesota or its equivalent.

## **ADDITIONAL ELIGIBILITY QUALIFICATIONS**

No certifications required.

## **POSITION TYPE**

Part-time. Up to 30 hours/week. Schedule determined with supervisor based on Vine Adult Community Center hours. If scheduled for a shift of eight hours or more, a 30-minute unpaid meal break is offered. For every four hours scheduled, a 15-minute paid break is offered. Occasional morning or weekend hours may be required.

## **SUPERVISORY RESPONSIBILITIES**

This position does not supervise employees.

## **WORK ENVIRONMENT**

This position is located in a climate-controlled office setting with normal business-level noise and lighting.

## **PHYSICAL DEMANDS**

Combination of walking, sitting, and standing in an office setting. Occasional lifting, stooping, kneeling, bending, or climbing. Constant reading, writing, and verbal communication. Constant contact with members, staff, vendors and contractors, tenants, and guests through in-person interactions and the use of telephone, computer, fax, etc. Position requires flexibility in scheduling and carrying out priorities. Use of general office equipment including a 4-line telephone with voice mail, personal computer, printer, fax, copy machine, and audio-visual equipment.

## **TRAVEL**

This position does not require travel other than locally for occasional business errands.

## **EQUAL OPPORTUNITY EMPLOYMENT**

VINE is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

## **SIGNATURES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

This job description has been approved by:

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Supervisor\_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee\_\_\_\_\_ Date\_\_\_\_\_