



## **Greenacres Bowl Position Titled FRONT DESK SHIFT LEAD**

### **Purpose:**

To have a full understanding of the day to day operations of the bowling center. Must fully understand the duties of the CSR's and the Front Desk positions. Must be willing to assist them to ensure the operations of the facility run smooth and all leagues and events run as scheduled. Must possess advanced cash handling and POS experience to ensure the accuracy of all shifts and be accountable for the same. Must have an extensive understanding of all leagues, specials and events and the ability to explain them to patrons when requested.

### **Essential Duties:**

- Must have full understanding of the CSR and Front Desk duties and be willing to assist as needed
- Provides friendly, courteous, polite and helpful customer service
- Counts and balances cash drawers for all departments
- Assists center opening operations, opening doors, counting money, morning walk through
- Assists center closing operations, locking doors, counting money, nightly walk through
- Directs work of Front Desk and CSR's to ensure outstanding customer service and a clean family friendly environment; assumes responsibility in their absence
- Answers phones and directs calls
- Collects league money (debits and credits); collects money owed for open play
- Counts all drawers before and after each shift.
- Prepares change from petty cash with accuracy and efficiency
- Works closely with league secretaries to aid in the daily tasks of league operations
- Supervises work of Front Desk, CSR's and Diner Staff employees, cutting shifts when possible
- Pull vending machine deposits as requested per weekly schedule
- Motivates all staff to perform to their full potential
- Handles complaints, using judgement as to which ones to refer to the management
- Makes random walk throughs around the facility to keep up to date on the status of all departments and makes decisions necessary to ensure all operations are running smoothly
- Must have a complete understanding of all leagues, events, and current specials
- Solicit patrons to take part in any/all leagues, events, and/or specials

### **Basic Skills:**

Communication and time management skills, organizational skills, people skills, customer service, math, reading, writing, basic accounting, supervisory skills, adapting to flexible hours, cash handling, problem-solving, decision-making, creative, able to perform with limited supervision, sales. Must have the ability to stand for 8 hours. Must be able to lift 75lbs.

### **Pay Scale:**

Starting Base Hourly Rate: \$16.00 - *PLUS an additional \$3.00/\$4.00 per hour in gratuities*

### **Greenacres Bowl**

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