



**Job Title:** Iowa West SportsPlex Staff

**Reports to:** Club Administrator

## **SUMMARY**

Under the direction of the Council Bluffs Soccer Club (CBSC) and under the direct supervision of Iowa West SportsPlex Administrator, the CSR will be responsible for creating a positive member experience by providing a superior level of customer service to Iowa West SportsPlex members and guests.

This part-time position with hours ranging from 5 to 25 hours per week. Weekends and evenings are a must.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*Duties include, but are not limited to, the following:*

- Greet members, prospective members, and guests while providing exceptional customer service.
- Assist customers in the concession stand, including cashiering, food preparation, restocking, and maintaining a clean work area.
- Maintain overall facility cleanliness, including but not limited to:
  - Sweeping and mopping floors
  - Restocking supplies
  - Cleaning windows
  - Maintaining restroom cleanliness
  - Disinfecting and cleaning concession equipment and supplies
  - Performing other janitorial duties as assigned

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to consistently and independently meet expectations while performing each essential duty. The requirements listed below are representative of knowledge, skill, and/or ability required. Must be able to work a non-traditional schedule which may include evening and weekend hours.

## **LANGUAGE SKILLS**

Proficiency or fluency in English required. Salary advances for being fluent in both Spanish and English available.

## **Knowledge Requirements**

Ability to read, write and interpret documents on policies and procedures. Ability to understand, use and train on various computer software and hardware systems and databases.

## **BACKGROUND**

Must be able to pass a background check, be bonded and eligible to work in the United States.

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most job functions will be performed inside the Iowa West Sports Plex Facility. When working in the concession stand, there will be periods of standing required. While performing the duties of this job, the employee may be exposed to outside weather conditions, extreme cold and extreme heat. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds.