



TITLE: Receptionist
DEPARTMENT: Reception
REPORTING TO: Reception Manager, Duty Manager
POSITION TYPE:
FLSA STATUS: Nonexempt
VENUE: Chicago HQ

Role Overview:

To offer the highest standards of hospitality and welcome to all customers; as the first point of contact in the venue, our receptionists ensure a very happy start to our customers' experience at AceBounce being friendly, smiley and welcoming; they have responsibility for ensuring that customers understand how the venue works.

The ultimate goal of all employees is to deliver excellent customer service, creating a unique experience for the customer which makes them want to return; you should be positive, loyal and a proud ambassador of the AceBounce brand.

Skills and Experience Required:

- AceBounce Personality
- Ability to deliver excellent customer service in busy and pressurized environment throughout the course of entire shift
- Articulate and excellent spoken English
- Team player

Key Duties and Responsibilities:

- To deal efficiently and politely with all telephone, email, internet and 'in person' inquiries.
- To undertake general administration duties.
- To observe the Company's rules and procedures and carry out any reasonable request made by their Manager, Supervisor or the Duty Manager.

Work Environment/Physical Requirements:

- Available to work various shifts, weekends and holidays.