

**Job Title: Customer Service Representative**

**Location:** Orchard Lanes, Hood River, OR

**Status:** Part-time

**Reports To:** Operations Manager / Proprietor

**Position Summary**

The Customer Service Representative is a front-facing role in our family-owned bowling center, focused on creating a welcoming, positive experience for every guest. This position is ideal for someone who enjoys working with people, thrives in a team environment, and takes pride in providing friendly, reliable service. Customer Service Representatives support daily operations by assisting guests, handling point-of-sale transactions, and helping keep the facility clean and organized.

**Key Duties & Responsibilities****Customer Service & Guest Interaction**

- Greet guests warmly and provide courteous, helpful service at all times
- Answer phones, respond to customer questions, and assist with lane reservations and general inquiries
- Resolve minor guest concerns promptly and professionally, escalating issues as needed

**Point of Sale & Transactions**

- Operate the point-of-sale system for bowling, snack bar, and beverage purchases
- Accurately handle cash, credit card, and digital transactions
- Follow cash-handling and register procedures

**Facility Support & Cleanliness**

- Assist with basic cleaning duties, including front desk areas, seating, restrooms, and common spaces
- Help maintain a clean, safe, and welcoming environment throughout the shift
- Restock supplies as needed

**Team Support**

- Work collaboratively with teammates and supervisors to ensure smooth daily operations
- Assist with opening and closing duties as assigned
- Support special events, leagues, and busy periods as needed

### **Requirements & Qualifications**

- Part-time availability, including **evenings and weekends**
- Strong customer service skills with a friendly, positive attitude
- Ability to work well as part of a team
- Reliable, punctual, and responsible
- Comfortable standing for extended periods and performing light cleaning tasks
- Prior customer service or point-of-sale experience preferred, but not required

### **Work Environment**

- Fast-paced, customer-facing setting
- Requires standing, walking, and light lifting
- Exposure to typical bowling center noise and activity