

City Creek Center, located in Salt Lake City, Utah is currently seeking part time Guest Services Representatives to handle guest inquiries within the shopping center's guest services department. The primary goal of the position is to ensure that all guests visiting City Creek Center receive a high level of quality service that is expected from a top tier center. The ideal applicant will possess a thorough knowledge of Salt Lake City and the surrounding areas, as well as upcoming events, and will be able to handle all guest inquiries.

**Responsibilities:**

- Interact with and provide directional information to customers
- Greet customers in a friendly manner
- Answer inbound calls to the Customer Service Desk
- Provide information about stores within the shopping center including product information
- Provide information concerning mall events and activities
- Process gift card transactions and promote the program in order to exceed shopping center's goals
- Assist customers with various ancillary purchases
- Provide information regarding local attractions, transportation and dining
- Arrange transportation and restaurant reservations
- Assist with internal mall marketing promotions
- Troubleshoot and diffuse customer issues
- Participate in training and education programs
- Provide Customer Service Manager with observations, customer comments, and recommendations
- Provide rental equipment (wheelchairs) to shoppers as needed
- Inventory control
- Continually exceed customer's expectations

**Qualifications:**

- Strong customer service orientation
- Previous cash handling experience
- Outstanding communication skills, both written and oral
- Professional appearance and presence
- Ability to work within a team environment and interact well with others
- Self motivated
- Strong work ethic
- Strong problem solving ability
- Diplomatic
- Courteous and pleasant manner
- Friendly
- Smile
- Accurate and detail oriented
- PC knowledge (Word, Excel etc.)

Guest Service Representatives must be available for a variety of shifts, including a mix of days, nights, and weekends. Compensation for the part time guest service representative positions is \$10.00/hour

Please email resume to [courtney@infoplaceusa.com](mailto:courtney@infoplaceusa.com) or fax to (616) 825-5987.