

## **Position: Level 0 Employee (New Hire)**

### **General Description**

Employees are responsible for maintaining a safe, clean, positive work environment at Triple Play Family Fun Park. Everyone should work well as a team-player, incorporate guest interaction and customer service at all times, and complete all designated cleaning duties.

### **Triple Play Corporate Responsibilities**

**Safety:** will never be compromised

- Maintain awareness and knowledge of all common and potential hazards of the facility
- Inspect equipment and attractions and report deterioration or unsafe conditions to supervisor
- Agreement to allow drug and background check if required

**Training:** must be constant

- Maintain an eager-to-learn attitude-- there is always room for growth within the position and department
- Be adaptable to a changing work environment, as staff, schedule, and policy changes are to be expected

**Excellence:** begins with you

- Fully complete all opening and closing duties
- Focus on tasks at hand despite distraction
- Keep the facility clean all throughout the shift including trash pick-up and bathroom cleaning
- Work well as a team player with all employees at all times
- Be capable of working shifts on holidays and weekends.

**Financial Responsibility:** knowing the difference between profit and loss

- Learn to be aware of time management and cost effectiveness and how it affects the business
- Understand basic budgeting

**Guest Service:** is my five-star attitude

- Be knowledgeable of the facility to be able to sufficiently answer guest's questions
- Personably interact with guests to create a memorable experience

**Communication:** will be courteous, clear, and considerate

- Effectively communicate with guests, co-workers, and direct or indirect supervisors in a manner appropriate for their age or position
- Professionally communicate and enforce all rules and safety regulations designated by the facility to guests of all ages

### **Personal Responsibilities/ Qualifications**

- At least 16 years of age or older
- High school diploma or equivalent or current school enrollment
- Must be able to fluently speak, write, and read English
- Possess a semi-flexible schedule
- Be punctual to shifts and on rotations
- Have a working phone number and respond in a timely manner when contacted by your manager
- Have reliable transportation to and from work
- Maintain a professional appearance and attitude consistent with the dress code and customer service expectations of Triple Play Family Fun Park

### **Physical Requirements**

- Duties of the position require the employee to frequently sit, kneel, stand, stoop, communicate, reach, hold and manipulate objects (or people in the case of an emergency), and walk
- Moderate to strenuous physical activity is sometimes required. The ability to lift a minimum of 20 lbs. is required
- Frequent use of the senses such as speech, adequate vision (corrective lenses acceptable), hearing, sense of smell, touch, and depth perception are necessary to perform job duties

### **Environmental Conditions**

- Employees will potentially be exposed to noise levels that are generally moderate to high, flashing lights, and well as a variety of other conditions specific to each department.