Job Title: Team Member
Department: Operations, Revenue
Reports To: Assistant General Manager
FLSA Status: Non-Exempt

Summary: Provide an exceptional guest experience while ensuring high standards of safety.

1. Adheres to all safety guideline procedures and practices:
    a. Attraction Operations
        i. Ensures guests are safely loaded into gondolas (Wheel)
        ii. Monitors attraction perimeter and restricted areas, such as the wheel, platform, ramps, access gate, and back area (Wheel)
        iii. Groups guests into the maximum number for each ride (Wheel)
        iv. Assists guests with disabilities (Wheel and Mini Golf)
        v. Communicates effectively to the wheel operator when it is safe to move (Wheel)
        vi. Responsible to stop and/or evacuate the attraction if a safety matter arises (Wheel and Mini Golf)
        vii. Ensures all guests meet height and/or age requirement to ride or participate in the attraction (Wheel and Mini-Golf)
        viii. Listens for unusual sights, sounds, or smells that may indicate mechanical failure within the ride and reports any findings to appropriate personnel (Wheel)
        ix. Issue equipment; Clean and re-stock equipment (Mini Golf)
    b. Food and Beverage Operations
        i. Coordinate food orders with management in a timely fashion to ensure that food is ready for expected business.
        ii. Prepare and execute daily and special event service including planning, stocking, preparing the assigned areas, cooking, assembling, transporting, and serving.
        iii. Follow instructions to properly heat and hold all food items.
        iv. Follow all Stock Levels and Shelf Life for heating each item throughout the day.
        v. Follow all Health and Safety Codes while preparing and storing all food items and continue observing throughout the day.
        vi. Follow all Fire Codes while preparing food items, and throughout the day.
        vii. Assure top quality food is served at all times.
        viii. Operate POS system in concession stand or kiosk.
        ix. Turn in daily sales, revenue and paperwork from your register and shift.
        x. Assist with opening, afternoon and closing procedures as needed.
        xi. Maintain food and paper supplies at appropriate stock levels.
        xii. Maintain cleanliness at all times, following all health, fire and safety codes and regulations.
        xiii. Assist in the operation and care of all concession areas.
        xiv. Maintain required certifications.
2. Greets guests in a friendly manner and provides excellent customer service.
3. Answers guest inquiries.
4. Maintains professional posture and attentiveness to all areas of the Wheel Park.
5. Maintains Park cleanliness for inside and outside areas.
6. Stocks operating supplies.
7. Operates all equipment correctly and safely.
8. Collects credit/debit payments from customers for admission, retail, and photography products.
9. Captures guest photos for photography sales.

10. Maintains and stocks retail items.
11. Assists with inventory as requested.
12. Assists with park opening and closing duties.
13. Attends all required training.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Age Requirement: 16 years of age or older. 18 years of age or older for Food and Beverage operations.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of POS systems (training provided).

Knowledge, Skills, and Other Abilities:

- Professionalism
- Friendly demeanor
- Oral communication skills
- Ability to be flexible
- Time Management skills
- Ability to work individually and as a team player
- Must be able to work irregular hours (holidays, nights, weekends) as needed

Education and Experience

- No requirement

Physical Demands

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.

While performing the duties of this job, the employee is regularly required to stand, sit, use hands, reach with hands and arms, and talk or hear. The employee is frequently required to walk, climb or balance, and stoop, kneel, crouch or crawl. The employee is occasionally required to taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to see color.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions. The work environment is both indoors and outdoors. The noise level in the work environment is usually loud.