

ATTRACTION OPERATOR TEAM MEMBER

Reports to: Manager on Duty

Summary

Provides exceptional guest service for our guests, ensuring that their experience exceeds their expectations. These team members are the face of Widgets Family Fun and are responsible for making sure every guest can fully immerse themselves in the Widgets Family Fun culture and environment.

Essential Duties

- Ensures that guests' expectations are exceeded!
- Anticipates and solves any issues, preferably before they arise.
- Invites guests to return.
- **Game Room Attendant (includes Laser Frenzy and Mini Bowling)**
 - General knowledge of all arcade games and attractions.
 - Ensures that all games are clean and in good working order.
 - Assists guests with game cards.
 - Clears malfunctions or jams from machines within trained abilities.
 - Reports issues to Shift Lead and logs issues in POS system.
- **Laser Tag Attendant**
 - Shows briefing video to guests before the start of each game.
 - Explains safety procedures and rules to guests.
 - Assists guest with equipment.
 - Explains bases, phasors, and other features of the equipment to guests.
 - Monitors computer equipment to make sure games are functioning correctly.
 - Explains scoring and location to guests.
- **Ballocity™**
 - Enforces safety rules to guests.
 - Ensures proper weight/height/size requirements are met.
 - Ensures that maximum number of guests is not exceeded.
 - Watches for guests' safety at all times.
 - Ensures all guest in the Ballocity™ have purchased wristbands.
- **Other Activities**
 - Refer to vendor-specific training manuals to completely understand operational procedures to provide the best possible guest experience.

Qualifications

- Exceptional guest service skills and a desire to implement Widgets Family Fun's core values to exceed guests' expectations every time.

- Displays integrity and honest behavior.
- Displays a professional appearance with excellent personal hygiene and hand washing.
- Effective communication skills; bilingual a plus.
- Basic computer and math skills with the ability to expand current knowledge.
- Ability to work evenings, weekends, and holidays as scheduled.
- Ability to stand long periods of time while on shift.
- Must be able to multi-task in a fast-paced environment.
- Must be outgoing, friendly and guest-focused.
- Ability to lift 15 pounds of merchandise when stocking inventory.
- Desires and shows the ability to work effectively with fellow employees and provide a safe environment for all guests.

Education and/or Experience

Obtained or in the process of obtaining a high school diploma or equivalent (GED) or higher. Previous experience in front of groups of adults and/or children is a plus.

Computer Skills

A basic knowledge of computers and the ability to learn new programs and software are required.

Language Skills

Ability to read, write and speak English. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or employees of the organization.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, verbal, diagram, or schedule form.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties 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 and walk; use hands and arms to handle, reach, balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 15 pounds. The noise level in the work environment is usually loud.