

# Front Counter & Redemption Team Member

**Department:** Operations

**Reports to:** General Manager, Team Lead

## Summary

Provides exceptional guest service for our guests, ensuring that their experience exceeds their expectations. Ensures that guests' financial transactions are handled promptly and accurately. Responsibilities include, but are not limited to:

## Guest Service

- Greets guests and assists with purchases.
- Rings purchases accurately, collects money, and gives correct change.
- Takes accountability, follows instructions, and works well with others.
- Provides exceptional service to our guests at all times.
- Help make Redemption shopping fun for guests and families
- Encourage winners/redemption guests to save points for bigger ticket items.
- Help guests register game cards as needed.
- Calculates amount of winnings and redeems redemption card for prizes.
- Reconciles daily summaries of transactions.
- Responsible for security of redemption area prizes.
- Monitors games surrounding redemption area for violators.
- Invites guests to return.

## Inventory Management

- Assist with inventory of current redemption products in area/store and order as needed
- Display merchandise in a clean and visually appealing manner

## Qualifications

Redemption Associates must meet the following qualifications:

- Exceptional guest service skills and a desire to implement the company's core values to exceed guests' expectations every time.
- An attitude of fun!
- Ability to provide a safe environment for children.
- Desire and ability to work effectively with both children and parents.
- Effective communication skills; bi-lingual a plus.
- Obtained or currently pursuing a high school diploma or equivalent (G.E.D.).
- Ability to lift up to 50 pounds of merchandise when stocking inventory and setting up displays. Ability to stand for long periods while on shift.
- Computer, cash register, and basic mathematical skills.
- Prior experience in a guest service and/or sales environment.
- Prior experience with cash handling.
- Ability to work nights, weekends, and holidays as scheduled.

# Restaurant Supervisor

**Department:** Restaurant  
**Reports to:** General Manager

## Summary

The Restaurant Supervisor supervises and coordinates the Restaurant activities of the Restaurant with primary responsibility for managing and anticipating guest's needs; ensuring food safety, quality, consistency, and excellent guest service. Additional responsibilities include obtaining optimum efficiency and economy of operations and managing activities to maximize profits by performing assigned duties personally or through subordinates.

The Restaurant Supervisor is responsible for managing the daily operations of the Restaurant, including, but not limited to, supervising the teams, exemplifying and training the culture, projecting and monitoring the flow of guests, developing relationships, and monitoring activities and services to ensure the department is operating to plan.

Working closely with the General Manager, the Restaurant Supervisor ensures exceptional guest service through leadership, communication and follow-up with employees and guests. As an integral part of the Restaurant management team, this person assists in identifying and developing incremental revenue opportunities, as well as products and services to differentiate the restaurant from the competition and achieve the organizations financial, operational, business and human resource goals.

## Essential Responsibilities

- Exemplifies the culture by embracing the mission and values articulated.
- Understands the business intimately and prioritizes work accordingly.
- Exhibits the following qualities and behaviors necessary to sustain a performance-based culture:
  - Energizes people.
  - Exhibits a personal commitment to the company and its success.
  - Communicates effectively and instills a culture of openness and teamwork.
  - Delegates responsibilities, holds staff accountable and follows up on the execution of all assigned tasks.
- Keeps General Manager fully informed on all problems or unusual matters of significance coming to his/her attention so prompt corrective action can be taken when appropriate.

- Maintains strict confidentiality on appropriate issues.
- Enforces Performance Standards within the department and provides a role model example for all subordinate supervisors and staff in the areas of inter- and intra- departmental relations/teamwork throughout the organization.
- Consistently follows all company and departmental Standards and Procedures.
- Maintains a positive work environment with all staff and fosters a team oriented approach to accomplish tasks.
- Works as a team member by providing support and break coverage to co-workers whenever needed.
- Communicates with co-workers and managers in a professional manner to ensure smooth service to guests and a positive team effort to both front and back of the house.
- Notifies general manager immediately of all equipment maintenance needs or breakage to ensure repairs are completed or purchases made.
- Performs opening, closing and side work duties to departmental specifications.
- Develops positive relationships with key clients and guests.
- Works flexible hours, reports to work on time and complies with company dress code.
- Completes all other duties as assigned.

### **Essential Duties**

- Responsible for high quality guest service and 100% guest satisfaction.
- Thoroughly knowledgeable in restaurant and beverage operations.
- Thoroughly knowledgeable regarding menu, food preparation, beer and wine programs.
- Works cooperatively and communicates with departmental managers to ensure that guests' expectations are met and exceeded.
- Inspects areas as needed to ensure compliance in all health and beer/wine license requirements and to ensure the achievement of guest expectations.
- Maintains a clean, safe and sanitary facility by inspecting food quality standards and sanitation regulations.
- Ensures enforcement and adherence to alcohol service policies through training and support.
- Maintains close communication with subordinate staff to ensure adequate staffing and inventory levels are in place to service departmental areas.
- Maintains close communication with the General Manager to ensure proper preparation for expected business volumes and specified timelines are met.
- Maintains food and alcohol cost control through enforcement and accountability.

- Performs basic transactions such as the sale of Gift Certificates and To-Go orders.
- Investigates and resolves service complaints to achieve high guest satisfaction and peak staff performance.
- Schedules daily, weekly and monthly side work and cleaning tasks to staff and ensures subordinate staff is personally verifying completion to departmental standards.
- Maintains and ensures proper cash handling procedures are followed.
- Maintains pars and updates menus and signage for the Restaurant.
- Prepares reports at the end of the shift/week.
- Monitors systems within the department to eliminate theft.
- Completes all administrative duties needed to perform job function as required (work orders, memo's, etc.).
- Conducts regular staff training on departmental service standards. Delegates supervisory workload on a daily basis (work lists) and works "hands on" as required.
- Conducts regular inspections of Restaurant to ensure areas are set to specification and all food & beverage items ordered are displayed properly.

### **Supervisory Responsibilities**

Supervises non-supervisory employees within the department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

### **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.

- Good computer skills; proficiency in all Microsoft Office applications, Point-of-Sale applications and Computerized Reservation System operations.
- Exhibits effective leadership qualities.
- Basic financial knowledge.
- Proper guest service etiquette including knowledge of appropriate procedures when handling a guest complaint.
- Strong ethics and honest behavior.

**Education and/or Experience**

Associate's degree (A. A.) or equivalent from two year college or technical school desired; or three years related experience and/or training; or equivalent combination of education and experience.

**Grooming**

All team members must maintain a neat, clean and well-groomed professional appearance (specific standards available).

**Language Skills**

Ability to read and speak English. Ability to read and interpret documents such as budgets, forecasts, profit & loss and income statements, safety rules, operating and maintenance instructions, procedure manuals, general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write routine reports, business correspondence and procedural manuals. Ability to effectively speak publicly, present information and respond to questions from groups of managers, clients, guests and the general public.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, rate, ratio, percentages, area circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability**

Ability to define and solve practical problems, collect data, establish facts, draw conclusions and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of technical instructions furnished in written, oral, diagram, mathematical or schedule form.

**Certificates, Licenses, Registrations**

- All mandated Human Resource training.
- Completes all Brand Standard trainings as required.
- ServSafe certified to ensure full knowledge on food sanitation.
- Alcohol Service certified
- CPR certification preferred.

### 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 talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb stairs; grasp, push/pull; and taste or smell. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, far vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### Other Duties

- Assimilate into the company culture through understanding, supporting and participating in all elements of the company. Demonstrate working knowledge of the service standards.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel and restaurant.

### Safety Requirements

- OSHA laws require the use of the following Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety: None
- Team members will be trained in the proper use and care of assigned PPE. The company provides the required PPE. It is your responsibility to report defective, damaged or lost PPE or equipment that does not fit properly to your manager.

### 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 occasionally exposed to wet and/or humid conditions. The noise level is usually moderate.

# Lead Cook

**Department:** Restaurant

**Reports to:** Restaurant Supervisor

## Summary

This position coordinates the culinary activities for the assigned outlet with primary responsibility for food safety, quality, and consistency to obtain optimum efficiency, economy of operations and maximize profits. Leads and directs the work of all culinary staff within his/her specified area of responsibility. Trains and coaches staff on the production and preparation of all menu items and company standards and procedures. Ensures exceptional quality is provided through communication and follow-up with all staff and guests to achieve financial, operational, business and human resource goals.

## Essential Responsibilities

- Exhibits a personal commitment to the company and its success and exemplifies company culture by embracing the mission and values.
- Consistently follows all company and departmental standards and procedures.
- Maintains a positive work environment with all team members and fosters a team oriented approach to accomplish tasks.
- Communicates in a professional manner to ensure our guest service expectations are met to both our guests and fellow team members.
- Follows all safety and maintenance procedures.
- Empowers him/herself to handle guest complaints immediately, exceed guest expectations, and informs management to ensure follow up.
- Responds well to a strong training culture which will result in being coached by supervisors and managers consistently.
- Notifies manager/supervisor immediately in writing of all equipment maintenance needs or breakage to ensure repairs are completed or purchases made.
- Performs opening, closing and side work duties to departmental specifications. • Completes assigned job responsibilities in a quick, efficient and effective manner. Maintains professional work habits while performing these duties, to include minimal time spent talking, socializing, etc.

## Essential Duties

- Leads and directs work of culinary staff to ensure smooth operations including: set up, service and clean up.
- Thoroughly knowledgeable on all menu items and food preparation specifications



## Essential Duties, continued

- Prepares the line for service by estimating the meal periods food requirements and procuring all product from storage.
- Works hot or cold line stations and cooks and prepares ala carte guest food orders to recipe.
- Maintains a clean, safe and sanitary facility by inspecting food quality standards and sanitation regulations.
- Ensures consistency and profitability by following recipe cards and adhering to menu specifications and ensures all cooks are adhering to recipes and menu specifications
- Adjusts thermostat controls to regulate temperature of ovens, broilers, grills.
- Creatively and attractively portions and arranges food on serving dishes and trays.
- Bakes, roasts, broils and steams meats, fish, vegetables and other foods.
- Adds seasoning to foods during mixing or cooking.
- Observes and temps foods being cooked by tasting, smelling and inserting thermometer.
- Exercises care, performs required maintenance and ensures all operating instructions, safety standards and guidelines are followed in relation to company equipment and/or facility assets.

## 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.

- Strong organizational skills.
- Ability to assist Restaurant Supervisor with purchasing responsibilities.-
- Sanitization and food safety.
- Hand washing and personal hygiene.
- Strong ethics and honest behavior.

## Education and/or Experience

Associate's degree (A. A.) or equivalent from two year college or technical school desired; or three years related experience and/or training; or equivalent combination of education and experience.

## Grooming

All team members must maintain a neat, clean and well-groomed professional appearance (specific standards available).

## Language Skills

Ability to read 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.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, rate, ratio, percentages, area circumference, and volume.

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several variables in standardized situations.

**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 talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and taste or smell. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, far vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Safety Requirements**

OSHA laws require the use of the following Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.

Team members will be trained in the proper use and care of assigned PPE. The company provides the required PPE. It is your responsibility to report defective, damaged or lost PPE or equipment that does not fit properly to your manager.

**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 occasionally exposed to wet and/or humid conditions. The noise level is usually moderate.

# Line Cook

**Department:** Restaurant  
**Reports to:** Restaurant Supervisor

## Summary

This position is responsible for the culinary activities of the assigned station with primary responsibility for production and preparation of all menu items, recipes, and food sanitation, to obtain optimum efficiency, economy of operations and maximize profits. Responsible for seasoning and cooking soups, salads, appetizers, sandwiches, meats, vegetables and other hot and cold menu items to company specifications for consumption by guests. Ensures exceptional guest service through communication and follow-up with employees.

## Essential Responsibilities

- Exhibits a personal commitment to the company and its success.
- Consistently follows all company and departmental standards and procedures.
- Maintains a positive work environment with all team members and fosters a team oriented approach to accomplish tasks.
- Communicates in a professional manner to ensure our guest service expectations are met to both our guests and fellow team members.
- Completes job responsibilities in a quick, efficient and effective manner.
- Empowers him/herself to handle guest complaints immediately, exceed guest expectations, and informs management to ensure follow up.
- Responds well to a strong training culture which will result in being coached by supervisors and managers consistently.
- Completes all other duties as assigned.

## Essential Duties

- Committed to working any facility or function within his/her primary job classification.
- Thoroughly knowledgeable on all menu items and food preparation specifications.
- Maintains a clean, safe and sanitary facility by adhering to food quality standards and sanitation regulations.
- Prepares the line for service by estimating the meal periods food requirements and procuring all product from storage.
- Works hot or cold line stations and cooks and prepares guest food orders to recipe.

## Essential Duties

- Ensures consistency and profitability by following recipe cards and adhering to menu specifications.
- Creatively and attractively portions and arranges food on serving dishes and trays.
- Bakes, roasts, broils and steams meats, fish, vegetables and other foods.
- Adds seasoning to foods during mixing or cooking.
- Observes and temps foods being cooked by tasting, smelling and inserting thermometer.
- Exercises care, performs required maintenance and ensures all operating instructions, safety standards and guidelines are followed in relation to Company equipment and/or facility assets.

## 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.

- Strong organizational skills.
- Sanitization and food safety.
- Hand washing and personal hygiene.
- Strong ethics and honest behavior.

## Education and/or Experience

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

## Grooming

All team members must maintain a neat, clean and well-groomed professional appearance (specific standards available).

## Language Skills

Ability to read and speak English. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to present information in one-on-one and small groups situations to guests, clients, and other employees of the organization.

## Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to calculate figures and amounts such as discounts, proportions, percentages, area circumference, and volume.

### **Reasoning Ability**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several variables in standardized situations.

### **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 talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and taste or smell. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, far vision, color vision, peripheral vision, depth perception, and ability to adjust focus

### **Other Duties**

- Assimilate into the company culture through understanding, supporting and participating in all elements of the company. Demonstrate working knowledge of the service standards.
- Regular attendance in conformance with the standards, which may be established by the company from time to time, is essential to the successful performance of this position.

### **Safety Requirements**

- OSHA laws require the use of the following Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety: None
- Team members will be trained in the proper use and care of assigned PPE. The company provides the required PPE. It is your responsibility to report defective, damaged or lost PPE or equipment that does not fit properly to your manager.

### **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 occasionally exposed to wet and/or humid conditions. The noise level is usually moderate.

# Café Counter Team Member

**Department:** Restaurant  
**Reports to:** Restaurant Supervisor

## Summary

This position has primary responsibility for ensuring food safety, quality, consistency and excellent guest service, to obtain optimum efficiency, economy of operations and maximize profits by performing assigned duties. Responsible for greeting guests in a timely and professional manner; taking and delivering orders, collecting payment for all food and beverages; answering any questions or concerns; monitoring guest alcohol consumption; Ensures exceptional guest service through communication and follow-up with employees and guests.

## Essential Responsibilities

- Energizes people and is passionate about guest service.
- Exhibits a personal commitment to the company and its success and exemplifies company culture by embracing the mission and values.
- Consistently follows all company and departmental standards and procedures.
- Maintains a positive work environment with all team members and fosters a team oriented approach to accomplish tasks.
- Communicates in a professional manner to ensure our guest service expectations are met to both our guests and fellow team members.
- Completes job responsibilities in a quick, efficient and effective manner.
- Empowers him/herself to handle guest complaints immediately, exceed guest expectations, and informs management to ensure follow up.
- Works flexible hours, reports to work on time and complies with company dress code.
- Responds well to a strong training culture which will result in being coached by supervisors and managers consistently.
- Completes all other duties as assigned.

## Essential Duties

- Committed to working any facility or function within his/her primary job classification.
- Thoroughly knowledgeable on menu, food preparation, beer and wine programs.
- Responsible for the cleanliness and organization of the dining room, kitchen service areas, and back hallways.

## Essential Duties

- Takes guests' orders and relays specifics to the proper location.
- Requests proper identification from guests purchasing alcoholic beverages. Consults with management on questionable identification.
- Monitors guest alcohol consumption and does not serve alcohol to intoxicated guests.
- Serves food according to standards and etiquette & Company food handler's standards.
- Transports dirty glassware/dishes etc. from dining room to kitchen.
- Assists in cleaning tables at the conclusion of guest meals and sets tables according to departmental specifications.
- Exercises care, performs required maintenance and ensures all operating instructions, safety standards and guidelines are followed in relation to Company equipment and/or facility assets.

## 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.

- Must be knowledgeable in POS system.
- Must be proficient in food and beverage knowledge and able to describe all menu items to guests.
- Must be able to take accurate orders and ring properly.
- Must be outgoing, friendly and guest-focused.
- Strong ethics and honest behavior.
- Strong organizational skills.

## Education and/or Experience

High school diploma or general education degree (GED) and 2-3 years related experience and/or training, or equivalent combination of education and experience.

## Grooming

All team members must maintain a neat, clean and well-groomed professional appearance (specific standards available).

## Language Skills

Ability to read and speak English. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to present information in one-on-one and small groups situations to guests, clients, and other employees of the organization.

## Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra and geometry.

## Reasoning Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several variables in standardized situations.

## 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 talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climbs stairs; grasp, push/pull; and taste or smell. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 40 –50 pounds. Specific vision abilities required by this job include close vision, far vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## Other Duties

- Assimilate into the company culture through understanding, supporting and participating in all elements of the company. Demonstrate working knowledge of the service standards.
- Regular attendance in conformance with the standards, which may be established by the company from time to time, is essential to the successful performance of this position.

## Safety Requirements

- OSHA laws require the use of the following Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety: None
- Team members will be trained in the proper use and care of assigned PPE. The company provides the required PPE. It is your responsibility to report defective, damaged or lost PPE or equipment that does not fit properly to your manager.

## 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 occasionally exposed to wet and/or humid conditions. The noise level is usually moderate.



# Game Tech/Facility Maintenance

**Department:** Technical Operations

**Reports to:** General Manager

## Summary

As the maintenance assistant/mechanic at Allevity, your number one priority is to ensure that recreation is running smoothly and that the building is safe and maintained to a high standard in order to provide great guest experiences.

## Essential Duties and Responsibilities

- Provides maintenance throughout the general facility and ensures that the building is safe and well maintained
- Has the ability to repair, diagnose, and maintain video arcade games, laser tag facility and other attractions as needed.
- Responsible for establishing and maintaining annual, monthly, weekly and daily maintenance schedules on all equipment and ensures that the schedules are carried out.
- Ensures that proper cleaning solutions are in stock.
- Responsible for doing monthly machine part inventories.
- Orders supplies within established budget.
- Responsible for maintaining work area and back end in a neat and orderly manner.
- Maintains a safe work environment and ensures all staff follows all safety rules.
- Other duties as assigned.

## 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.

- Ability to work approx. 10-20 hrs/wk, flexible weekdays, weekends and evening shifts
- Ability to work extended workdays to support business needs
- Must be available on-call around the clock for emergencies
- Education – High school diploma or equivalent
- Training/Development – any certified maintenance experience is a plus
- Must possess a valid Driver's License
- Be highly responsible and maintain highest level of safety standards
- Ability to work with valuable machinery in a responsible manner
- Must have the ability to interact with Guests, Teammates and Managers in a friendly, respectful manner and stay organized and aware

- Exposure to stressful customer situations where customers may be angry, impatient, dissatisfied or intoxicated.
- High-energy, fast-paced environment

### **Education and/or Experience**

- High school diploma or general education degree (GED); and three to five years experience; or equivalent combination of education and experience.

### **Computer Skills**

- Working knowledge of the Internet, Microsoft Office Professional, and Publisher.

### **Language Skills**

- 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 customers or employees.

### **Mathematical Skills**

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **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, oral, 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 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, walk, use hands to handle, reach with hands and arms climb or balance stoop, kneel, crouch, or crawl, and talk or listen. The employee must regularly lift and/or move up to 10 pounds, Requires being on one's feet 95% of the time.

### **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 moving mechanical parts. The employee is frequently exposed to high, precarious places and risk of electrical shock. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and vibration. The noise level in the work environment is usually loud.