



JOB DESCRIPTION

Job Title: Attraction Attendant

Reports To: Supervisor

Revision Date: 05/23/18

FLSA Status: Non-Exempt

ABOUT GLOWZONE:

Glowzone is Las Vegas' ultimate local family fun center offering the newest innovations in family entertainment and challenging attractions for all ages. Glowzone is Ideal for birthday parties, group events, camps/youth leagues, team parties, fundraisers, corporate team building, and more. Our fun and challenging attractions include glow mini golf, rock climbing, skyscraper ropes course, ninja course, bazooka ball, bumper cars and soft city for our youngest guests.

PURPOSE OF JOB: Our top priority at Glowzone is the safety of our customers; therefore, the primary responsibility of the Attraction Attendant is to keep the customers safe, while the second priority is to create an enjoyable, memorable experience for each of our guests. As an Attraction Attendant, you will monitor the attractions and surrounding areas to make sure customers are following the rules. Attraction Attendants are expected to interact with customers, explain the rules and reasons for the rules when necessary, respond to injuries and emergencies, swipe customer cards at attractions and ensure that all customers are having an enjoyable experience. When you are not assisting customers first hand, you will be expected to help clean and maintain the facilities as well as any other duties assigned by a Supervisor/Manager.

POSITION RESPONSIBILITIES:

On Attraction

- Responsible for knowing all rules for all the attractions and reciting accurate reasons for them when needed



- Responsible for always swiping guests' play cards before admission to the attraction
- Responsible for assisting and encouraging customers throughout their attraction experience
- Prompt response to injuries (calling for ice or manager) and following procedures in an emergency situation
- Cleaning your area when slow
- Respond to problems and know when to call a manager for assistance
- Interacting with guests in your line to create an enjoyable experience from beginning to end

Off Attraction

- Respond to questions from customers about play cards, pricing, and general company information
- Clean the facility and parking area (e.g., counters, sweeping, windows/mirrors, emptying garbage, etc.)
- Asking supervisor of extra duties you can accomplish after finishing a task.
- Checking bathrooms before leaving on any breaks
- Other duties as required

EDUCATION REQUIREMENTS:

- High School Diploma or equivalent

EXPERIENCE REQUIREMENTS:

- Experience working with children or customer service preferred.

OTHER QUALIFICATIONS:

- Ability to stand for long periods of time
- Ability to lift up to 50lbs
- Ability to work in a dimly lit and loud environment
- Customer focused with excellent communication and interpersonal skills
- Ability to work mandatory weekend shifts