

## Job Description

**Job Title:** Guest Services Shift Supervisor

**Classification:** Hourly Seasonal

**Supervisor:** Guest Services Manager

**Job Summary:** Oversees the daily operation of an outdoor Water Based Family Recreation Destination and is the first point of contact for guest service attendants, lifeguards, guests, and external partners in the absence of the Guest Services Manager. Monitors the operation to ensure guest and team member safety, and positive guest interactions.

### Responsibilities:

- Inspires a team environment that provides exceptional guest service while directing the team and ensuring all team members perform at a consistently high level.
- Performs all operational duties related to the daily opening and closing of experiences, including balancing and cashing out team members at the end of their shifts. Completes opening and closing checklists for operational readiness. Inspects the work environment including: Equipment, gates/barriers, and ensures operational safety. Evacuates the venue when necessary.
- Responsible for the consistent execution of guest service, operational standards and motivating team members to safely deliver exemplary experiences. Coaches and documents performance and/or reporting of cash handling discrepancies.
- Monitors and tracks operating supplies and inventories. Ensures all areas' products are properly stocked.
- Tracks attendance infractions, reviewing timecards to ensure that time is properly entered. In the absence of a Manager, will approve daily scheduling request changes.
- Ensures daily staffing levels are adjusted according to attendance. Maintains operational data and safety checklists.
- Participates in site safety evaluations and assists with corrective action plans.
- Monitors and reports deficiencies in quality and facilities.
- Aids in the dissemination of general company or venue specific forms of communication.
- Resolves the needs of the guests and team members.
- Maintain a clean and safe work environment. Constantly monitor immediate area and surroundings for trash and debris and assist in its removal as needed.
- Assists with staff training programs.
- Maintains a safe, clean, and secure environment for all guests and team members.
- Continuously improves operational execution through attention to detail and adherence to Empire Recreation Management operating standards.
- Performing other duties as assigned.

### Qualifications

- 1-2 years in entry-level leadership role, or equivalent combination of education and experience.
- CPR/First aid certification is preferred.
- Must be professional, energetic, self-motivated, able to motivate others, and have a positive attitude!
- Ability to work in a fast pace environment and move equipment pertaining to the experiences.
- Ability to read, write, communicate, and follow safety instructions and procedures.

- Ability to apply common sense understanding to carry out detailed written and oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Must be able to lift at least 50 lbs.
- Must be able to work outdoors in hot, cold, and humid conditions.
- Adaptability, flexibility, general enthusiasm for the business.
- Exercises good judgment in decision making.
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Demonstrated problem solving skills, as well as continuous improvement skills.
- Strong Customer Service orientation.

### **Additional Information**

- WhoaZone is an equal opportunity employer.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.