

Job Description

Job Title: Guest Services Assistant Manager

Classification: Hourly Seasonal – Spring/Summer 2024

Supervisor: General Manager

Job Summary: This role provides overall leadership, supervision, and direction on strategic initiatives and operating standards to positively impact business results. Responsible for maximizing the guest and team experience, while ensuring operational efficiency & maximizing revenue. Ensures guest service, show quality, and safety standards are being enforced to the highest standard, and resolving issues that arise.

Responsibilities:

- Oversees the day-to-day operation of an outdoor Water Based Family Recreation Destination, located on a beach/lakefront and includes an inflatable aqua park, watercraft rentals, concessions, retail & ticket sales.
- Inspires a team environment that provides exceptional guest service while directing the team and ensuring all team members perform at a consistently high level.
- Leads and influences staff through effective motivation, leveraging individual strengths to ensure guest satisfaction and maximum productivity.
- Developing weekly schedules and ensuring staffing levels are appropriate to meet the needs of the business, while maximizing the guest experience & operating within the budget.
- Participates in site safety evaluations and develops/implements corrective action plans.
- Accountable for maintaining expert-level knowledge of all products and services, technology, and departmental operating policies and procedures.
- Responsible for disseminating new information, procedures, and programs.
- Initiates programs to ensure a high level of employee engagement and satisfaction.
- Administers and assists in resolving employee issues with various training and quality programs.
- Performs all operational duties related to the daily opening and closing of experiences, including balancing, and cashing out employees at the end of their shifts. Completes opening and closing checklists for operational readiness. Inspects the work environment including: Equipment, team and ensures operational safety.
- Partner with vendors and onsite park management to ensure needs are met for all.
- Directs and leads all Special Events.
- Evaluates current procedures, practices, and precedents ensuring all are current and relevant.
- Implement and monitor guest & team experience and related programs throughout the park.
- Responsible for hiring, retention of staff, coaching, discipline; ensures execution of staff training programs.
- Responsible for managing inventory and controlling expenses.
- Acts as a brand ambassador always; while at the park and in the community. Proactively seeks partnership opportunities with a strong focus on marketing & sales.
- 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

- Leadership experience in hospitality is preferred (Theme Parks, Family Entertainment Centers, Hotels, Resorts, Casinos, or Restaurants).
- 1-3 years supervisory or leadership experience (including cash handling positions and/or lifeguards preferred).
- Must be professional, energetic, self-motivated, able to motivate others, and have a positive attitude!
- CPR/First aid certification is preferred.
- Sales and/or Marketing experience is a plus!
- Demonstrated strong organizational and time management skills.
- Demonstrated ability in developing team members in areas of responsibility.
- Demonstrated computer proficiency to include Windows, Microsoft (Outlook, Word, Excel, PowerPoint, Teams).
- Demonstrated problem solving skills, as well as continuous improvement skills.
- Demonstrated strong written and verbal communication skills.
- Demonstrated strong labor and scheduling management skills.
- Must be able to multi-task.
- 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.
- 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.

Job Description

Job Title: Guest Services Operations Manager

Classification: Salaried Seasonal – Spring/Summer 2024

Supervisor: General Manager

Job Summary: This role provides overall leadership, supervision, and direction on strategic initiatives and operating standards to positively impact business results. Responsible for maximizing the guest and team experience, while ensuring operational efficiency & maximizing revenue. Ensures guest service, show quality, and safety standards are being enforced to the highest standard, and resolving issues that arise.

Responsibilities:

- Oversees the day-to-day operation of an outdoor Water Based Family Recreation Destination, located on a beach/lakefront and includes an inflatable aqua park, watercraft rentals, concessions, retail & ticket sales.
- Inspires a team environment that provides exceptional guest service while directing the team and ensuring all team members perform at a consistently high level.
- Leads and influences staff through effective motivation, leveraging individual strengths to ensure guest satisfaction and maximum productivity.
- Developing weekly schedules and ensuring staffing levels are appropriate to meet the needs of the business, while maximizing the guest experience & operating within the budget.
- Participates in site safety evaluations and develops/implements corrective action plans.
- Accountable for maintaining expert-level knowledge of all products and services, technology, and departmental operating policies and procedures.
- Responsible for disseminating new information, procedures, and programs.
- Initiates programs to ensure a high level of employee engagement and satisfaction.
- Administers and assists in resolving employee issues with various training and quality programs.
- Performs all operational duties related to the daily opening and closing of experiences, including balancing, and cashing out employees at the end of their shifts. Completes opening and closing checklists for operational readiness. Inspects the work environment including: Equipment, team and ensures operational safety.
- Partner with vendors and onsite park management to ensure needs are met for all.
- Directs and leads all Special Events.
- Evaluates current procedures, practices, and precedents ensuring all are current and relevant.
- Implement and monitor guest & team experience and related programs throughout the park.
- Responsible for hiring, retention of staff, coaching, discipline; ensures execution of staff training programs.
- Responsible for managing inventory and controlling expenses.
- Acts as a brand ambassador always; while at the park and in the community. Proactively seeks partnership opportunities with a strong focus on marketing & sales.
- 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

- Leadership experience in hospitality is preferred (Theme Parks, Family Entertainment Centers, Hotels, Resorts, Casinos, or Restaurants).
- 1-3 years supervisory or leadership experience (including cash handling positions and/or lifeguards preferred).
- Must be professional, energetic, self-motivated, able to motivate others, and have a positive attitude!
- CPR/First aid certification is preferred.
- Sales and/or Marketing experience is a plus!
- Demonstrated strong organizational and time management skills.
- Demonstrated ability in developing team members in areas of responsibility.
- Demonstrated computer proficiency to include Windows, Microsoft (Outlook, Word, Excel, PowerPoint, Teams).
- Demonstrated problem solving skills, as well as continuous improvement skills.
- Demonstrated strong written and verbal communication skills.
- Demonstrated strong labor and scheduling management skills.
- Must be able to multi-task.
- 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.
- 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.