



JOB DESCRIPTION

POSITION: Guide

REPORTS TO: Shift Supervisor

TYPE OF POSITION: Part-Time or Full-Time

PAY STRUCTURE: Hourly/Non-Exempt Position

BASIC FUNCTION: This position is responsible for guiding guests through the adventures.

Description of Duties:

- Ensure that guests are greeted immediately upon entering the store and that passer-bys outside of the store are approached if they appear curious
- Selling tickets, merchandise, gift cards, and concessions
- Respond to customer needs and resolve issues as necessary
- Guide guests through shows
- Understand how to adapt shows to different groups of guests
- Ensure that the shows start on time
- Light cleaning as assigned
- Be knowledgeable of games and merchandise in the gift shop
- Restock merchandise as needed
- Understand basic show functions
- Be knowledgeable of emergency/evacuation procedures and assist in the event of an emergency
- Other duties as assigned



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Job Specifications/Qualifications

- Must be at least 16 years of age
- Excellent verbal communication skills
- Excellent customer service skills
- Theater or improv experience
- Must be well-organized, detail oriented and have a positive, team oriented attitude
- Must be able to present yourself and the company in a professional manner at all times, have a sense of humor, and display a cheerful willingness to do whatever needs to be done to help the team
- Unquestionable honesty and directness
- Problem solving ability and sound judgment
- Commitment to cooperative values and principles
- Ability to work an irregular schedule if required (nights, weekends, holidays)