



Job Description

Title: COURT SUPERVISOR

Reports to: ASSISTANT MANAGER

Summary of Position:

As Court Supervisor you will handle customer complaints, court issues and will act as the communicator between floor staff and management. You set the tone on the courts, you have the most interaction with customers within our facility. You are expected to create a fun and safe experience for all those who visit our park. Court Supervisors oversee all functions of court monitors working under them.

A Court Supervisor's attitude directly affects how Launch Trampoline Park as a whole is perceived. Your main functions are to ensure that all company policies are being followed and that all jump areas are properly maintained to ensure a safe and enjoyable experience for our customers.

Duties & Responsibilities:

Court Supervisor Responsibilities:

- Oversee all court monitors
- Ensure all court monitors are adhering to company policies, procedures & protocols
- Solve court monitor issues
- Receive prepared break schedule from Assistant Manger
- Break court monitors as needed / necessary
- Assist in new court monitor training
- Assist / oversee opening & closing duties
- Complete all Incident Reports
- Resolve customer complaints
- Report / log any customer feedback
- When needed request management support via paging system
- Complete daily maintenance checks: trampolines, pads, springs, nets, signage, dodgeballs, signage and other attractions within park
- Daily first aid check: check all court monitor backpacks, looking for stocked first aid supplies in each
- Report to management any product shortages

Court Monitor Responsibilities:

- Greet and assist customers entering the courts.
- Explain jump areas and rules for each station.
- Ensure that all jumpers have a valid wristband, proper footwear and no loose jewelry.
- Coordinate clearing the courts of jumpers whose wrist bands have expired.
- Coordinate clearing the courts or surrounding area when there is an injury.
- Ensure that all pads, nets, springs and other safety items are installed and functioning properly.
- Ensure that all jumpers are following rules.
- Monitor the Jump Tracking system.
- Alert jumpers of their expired time.
- Cut off expired wristbands.
- Assist jumpers or watchers with any questions.
- Keep jump areas clean.
- Fluff the foam pit as needed.
- Monitor, clean and organize locker room and café seating areas as needed.
- Request supervisor assistance using paging radios.
- Report problems with equipment to supervisor on duty.
- Maintain a fully stocked backpack of first aid supplies.
- Attend to any and all injured visitors within your designated area.
- Report any and all injuries to court supervisor who is responsible for backing up the footage on the video cameras and uploading to the Incident Report Form with completed waiver.
- Other duties as assigned by supervisor / management or needed by the business.
- Complete opening and closing duties.
- Performs his or her job in a friendly, courteous manner at all times.
- Promptly informs the Supervisor on duty of any and all customer complaints or comments or discipline issues with jumpers.
- Performs other related duties as assigned by the Supervisor / Manger.

Qualifications:

- Willingness to be a Team Player and Hard Worker.
- Must be able to communicate clearly with supervisors & managers but especially with customers.
- Be able to reach, bend, stoop and frequently lift up to 25 pounds.
- Be able to work in a standing position for long periods of time (up to 10 hours).

