Title: Assistant Manager
Reports to: General Manager

Summary of Position:
Works with the Manager to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, service quality, safety, cleanliness and sanitation.

Oversee a maximum of 17 staff members per shift, an 18,000 square foot facility that has a capacity of 125 jumpers per hour on 4 different trampoline courts; a café that serves hot foods such as pizza, nachos, hamburgers and hot dogs, and a 2500 square foot birthday party area that holds 80+ party guests.

Duties & Responsibilities:

General Administration
- Understand completely all policies, procedures, standards, specifications, guidelines and training programs.
- Manage merchandise including clothing, shoes, socks, pens or related material.
- Inventory management and ordering.
- Store opening duties.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Provide advice and suggestions to the Manager as needed.
- Promotes good business principles by never discussing company business in public areas or with customers.
- Maintains a friendly, courteous and cheerful demeanor at all times.

Marketing, Programs and Events
- Managing special events (lockouts, corporate events, bachelor parties, youth groups).
Overseeing event staffing plans

Working hand in hand with office staff to set up appearances, giveaways, and community outreach.

Financial

- Performs and/or oversees regular inventory procedures, including ordering, taking physical inventories, controlling waste, etc.
- Implements strategies for improving cost controls.
- Assign tills to cashiers.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with facility policies and procedures.
- Compile and balance cash receipts at the end of the day/shift.
- Manage labor based on daily business changes while ensuring that all positions are staffed when and as needed and labor cost objectives are met.

Operational

- Monitors the workplace safety program.
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times.
- Ensure that all customers are receiving the proper jump service according to company standards.
- Ensure that all food and products are consistently prepared and served according to the facility’s recipes, portioning, cooking and serving standards.
- Achieve company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Oversee the health and safety of customers and staff at Launch Trampoline Park
- Fill in where needed to ensure guest service standards and efficient operations.
- Supervise and participate in jump area, kitchen and cafe area cleaning.
- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the facility’s preventative maintenance programs.
Ensure that all products are received in correct unit count and condition and deliveries are performed in accordance with the facility’s receiving policies and procedures.

Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the facility, employees and guests.

Resolve customer complaints.

Technology

Master the point-of-sale, online booking and event scheduling software.

Develop a proficiency in Microsoft Office programs (Excel, Word and Powerpoint).

Staff Management

Assist General Manager in making employment and termination decisions.

Develop and foster a work environment where all employees are free from harassment of any kind.

Be knowledgeable of facility policies regarding personnel and administer prompt, fair and consistent corrective action for any and all violations of company policies, rules and procedures.

Identify and train leaders for each area of the park.

Train and develop supervisors.

Report employee misconduct to the General Manager.

Perform any other duties as assigned, requested or deemed necessary by the General Manager.

Qualifications:

- Be 21 years of age.
- 3-5 years managing an entertainment business, recreation department or restaurant.
- Possess excellent communication skills.
- Worked at Launch Trampoline Park for a minimum of 90 days. Displays a strong knowledge of all job functions and systems. Is viewed as a leader.
- Must possess basic math and computer skills, including Microsoft Word, Excel and Outlook.
- Be able to communicate, verbally and in writing, in the predominant language of the facility’s trade area.
- A strong knowledge of our POS system.
- Be able to work in a standing position for long periods of time (up to 8 hours).
- Be able to reach, bend, stoop and frequently lift up to 50 pounds.
- Must have the stamina to work 50 to 60 hours per week.