

Job Description

Title: Key Holder
Reports to: Assistant Manager

Summary of Position:

Works with staff in all areas of the park ensuring customer satisfaction, cashier efficiency, court safety and park cleanliness. Key holders are responsible for opening and closing the building. In the absence of a manager in the building, the key holder will make any and all decisions needed for the sake of the facility.

Oversee a maximum of 30 staff members per shift, an 33,000 square foot facility that has a capacity of 200 jumpers per hour on 7 different trampoline courts; a café that serves hot foods such as pizza, nachos, mozzarella sticks and hot dogs, and a 3500 square foot birthday party area that holds 140+ party guests.

Duties & Responsibilities:

General Administration

- Understand completely all policies, procedures, standards, specifications, guidelines and training programs.
- Store opening duties & closing store 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.

Financial

- 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.

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.
- 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

- 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 Assistant Manager.

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