

# **Job Description**

**Title: Redemption**

**Reports to: Supervisor/ Assistant Manager**

## **Summary of Position:**

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Provide friendly, responsive service to create an exceptional entertainment experience for our customers. Greet customers in a prompt and respectful fashion. Your attitude directly affects how Launch Trampoline Park as a whole is perceived. As a member of the redemption staff, you have three main functions: checking & processing game cards, answering any and all customer questions and keeping the redemption area fully stocked at all times.

## **Duties & Responsibilities:**

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- Greets and assist customers entering the park.
- Keep workstation area clean and organized.
- Maintains a stocked redemption counter and wall
- Reports any and all technology issues to management when they occur.
- Assists customers when they are making prize selections
- Adds tickets to cards, combines cards and rounds card amounts in the best interest of the customer and the business.
- Monitor, clean and organize locker room, café seating area, game card kiosks, gaming area & bathrooms.
- Report problems with cash registers, customers or facility to head cashier or manager on duty.
- Responsible for accurate cash and till management for their drawer when applicable.
- Monitor marketing flyer stocks and replenish as needed.
- Assist with retail sales of merchandise and footwear when applicable.
- Complete opening and closing duties.
- Performs his or her job in a friendly, courteous manner at all times.
- Promptly informs Supervisor of any and all customer complaints or comments.

- Takes messages for the management accurately, always remembering to get the name and phone number of the person leaving the message as well as what the visit is in regards to.
- Informs Supervisor immediately of product shortages.

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

## **Qualifications:**

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- Be 16 years of age
- Possess excellent communication skills.
- Must possess basic math and computer skills, including Microsoft Word, Excel and Outlook.
- Be able to work in a standing position for long periods of time (up to 10 hours).
- Be able to reach, bend, stoop and frequently lift up to 25 pounds.
- Willingness to be a Team Player and Hard Worker.
- Must be able to communicate clearly with supervisors & managers but especially with customers.