

Operational Staff (non-cash handling)

Job Title: H. N. Operational Staff Member (non-cash) **Department:** Halloween Nights

Reports to: Department Manager

Exemption Status: Non-exempt

Employee Status: Seasonal thru mid
November 2021

Job Summary:

An Operational Staff member will interact with Halloween Nights guests to help guide them through the show starting with greeting, orienting them to the site, answering questions and providing exceptional customer service in an ever-changing environment.

Duties/Responsibilities:

- Take direction from Department Manager
- Wear staff uniform as directed
- Arrive on time each night and according to schedule
- Orient visitors upon arrival to the site
- Guide visitors through the experience at various checkpoints.
- Answer questions and provide an exceptional experience with strong customer service aptitude
- Some positions will require costume and make-up

Required Skills/Abilities:

- Have a very high level of energy and stamina
- Demonstrate a strong ability to work with others and individually
- Demonstrated comfort level working around the public
- Strong ability to engage with diverse groups of visitors, including but not limited to; people of all ages, races, identities, backgrounds and interests
- Able to provide exceptional customer service in a fast-paced environment
- Committed to team process and fostering a collaborative work environment
- High level of personal sensitivity related to diverse teams of various identities including but not limited to: age, race, sexual orientation, religion, national origin, etc.
- Follow and understand the organizations anti-discrimination and anti-harassment (sexual and otherwise) policies
- Wear costume/uniform and/or make-up as directed
- Must be willing to work outdoors in all types of weather