



## **CUSTOMER EXPERIENCE REPRESENTATIVE**

### **Responsibilities**

- Actively create a warm, welcoming, and positive environment for the most enjoyable guest experience by interacting with guests and engaging with children during play
- Monitor and regulate play areas to ensure safe play
- Follow best practices and uphold company standard to provide a safe, clean, and family-friendly setting
- Assist front desk with reservation prechecks, guest check-ins and check-outs
- Help with party check-ins and oversight
- Attend to the overall upkeep and maintenance of the building, play equipment, toys and props and notify management of repairs or order replacement items as needed
- General housekeeping, cleaning, and sanitizing

### **Skills**

- Outstanding customer service abilities
- Excellent communication skills
- High energy and attentive

### **Requirements**

- Must be able to stand and walk around for extended periods of time; be able to bend, kneel, climb, and reach
- Physically able to clean play equipment and crawl through structures
- Weekend availability a MUST

**Position:** Part-time OR Full-time Available

**Starting Salary:** \$15.50/hr