

JOB DESCRIPTION

Position:**GUEST WELCOME**

Minimum age 17years

Department:

PARK OPERATIONS

Responsible To:

Park Operations Manager or in their absence the Assistant Park Operations Manager

Position Type:

SEASONAL

Ref:

PO_GW1117



What We're Looking For

Friendly, confident and assertive people to become members of the Park Operations department. You will join a dedicated team whose main focus is on delivering the very best service by welcoming, assisting and ensuring we are attentive to our guests at all times.

What You'll Need

- ✓ You will need to be able to communicate confidently and assertively along with the ability to deal with challenging situations with the capacity to listen to feedback, remain calm under pressure and take decisive action.
- ✓ The capacity to deliver good results within agreed timeframe.
- ✓ Be able to build effective team relationships and actively contribute to the team.
- ✓ Be presentable at all times with the right 'can-do' attitude in order to deliver excellence.

What You'll be Doing

- ✓ Guarding against fraudulent entry to the Park by:
 - Checking tickets and allowing appropriate entry
 - Ensuring heights are checked
 - Checking Season Tickets relate to the correct person and are valid.
- ✓ Using scanning equipment that is aligned to our computer network which both authorises entry and invalidates redeemed tickets.
- ✓ Prepare turnstile areas at the start of the day and close them down as required by Team Leader. Times will vary dependent on the time of year.
- ✓ Remain vigilant for any items not allowed on Park premises.
- ✓ Manage park exit and pass outs effectively to ensure correct entry procedures are followed at all times.
- ✓ Actively manage queues to ensure efficient transaction and entry times.
- ✓ To assist Guests with any queries they may have.
- ✓ To be flexible to assist in other duties around the Park after the Park entry peak, such as ride operation, as directed by the management team.

When You'll Be Doing It

- ✓ This is a seasonal position which includes weekends, school and bank holidays. Hours will be rostered in advance and vary dependent on the time of year. Flexibility is required in order to meet peak and off peak demands of the business.

What You'll Get

- ✓ Branded Uniform (varies by job role/ department). In addition any items you are expected to supply should be smart and appropriate. It is your responsibility to keep all items clean, laundered and presentable at all times.
- ✓ Complimentary staff tickets.
- ✓ Discounted tickets to Christmas at Paultons.
- ✓ 25% discount across retail outlets whilst on duty.
- ✓ Free Parking.
- ✓ Auto enrolment to a pension (subject to qualifying criteria).
- ✓ Subsidised food and free drinks.
- ✓ Hourly wage paid weekly.