



Assistant Manager

Job purpose

The Zippety's Assistant Manager works as part of the Zippety's Lazer World team to provide a variety of entertainment, educational, and teambuilding opportunities that are active, safe, and fun!

Duties and responsibilities

The Assistant Manager is an outgoing, responsible individual in charge of the successful daily operation of the Zippety's Lazer World Facility or mobile business. The duties of the Assistant Manager are as follows:

- Provide immediate supervision and direction of Crew Members during business hours
- Maintain scheduling of Crew Member shifts and filling slots in the schedule
- Ensure Crew Members are enforcing safety rules at all times
- Provide exceptional customer service, greeting all customers with a smile and making them feel at home
- Complete opening/closing procedures as instructed by the Manager on duty (or setup/teardown duties for a mobile booking)
- Assist Manager with booking and managing private parties and events at the facility, or at off-site venue if a mobile booking
- Assist customers with complaints or other issues that may arise during business hours
- For mobile bookings, ensure that customer signs contract and waivers and payment is received
- Fill in as Crew Member in case of an emergency or as necessary
- Maintain a professional attitude and appearance at all times while on the job
- Adhere to all company rules and regulations

Qualifications

Minimum qualifications:

- Must be 18 years or older to apply
- Must have a high school diploma
- Be able to work with a team in a fast-paced environment
- Prior leadership or management experience
- Have exceptional customer service and communication skills
- Creative and able to bring forth innovative ideas
- Prior customer service experience

Preferred qualifications:

- Bachelor's Degree in any field
- Prior supervisory experience in a customer service or entertainment business
- Experience in educational or community programs and events

Working conditions

Hours of operation are evenings and weekends, with occasional work through Zippety's Mobile. All employees will be asked to work events through Zippety's Mobile as their time and availability allows. Indoor and outdoor work can be expected.

Physical requirements

Employees can expect to stand for long periods of time, lift heavy options when moving equipment (20-30 pounds on average), and be constantly alert to ensure safety procedures are followed on all entertainment options in the facility.