



Crew Member

Job purpose

The Zippety's Crew Member 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 Zippety's Crew Member is a passionate, social person who enjoys interacting with customers and managing various forms of entertainment options at the facility. Crew Members perform a variety of tasks.

- Set up, brief, and manage laser tag games in the facility, explaining safety rules and game rules for every match
- Provide front desk support, such as answering phone calls and selling tokens and merchandise
- Provide exceptional customer service, greeting all customers with a smile and making them feel at home
- Perform regular maintenance checks on all equipment and maintain cleanliness of facility
- Complete opening/closing procedures as instructed by the Manager on duty
- Keep a log of all games played by customers, issues faced, equipment used, and questions asked
- Be open to assist with Zippety's Mobile services off site as needed
- Maintain a professional attitude and appearance at all times while on the job
- Adhere to all company rules and regulations

Qualifications

Thank you for your interest in applying for a Zippety's Lazer World Crew Member position. To better serve our customers and achieve our entertainment mission, we look for the following in our applicants:

Minimum qualifications:

- Have a high school diploma or higher
- Have a technical mindset to be able to learn how to manage and troubleshoot laser tag guns
- Be able to work with a team in a fast-paced environment
- Have exceptional customer service and communication skills
- Prior customer service experience
- Be able to lift 20-30 pounds for equipment management

Preferred qualifications:

- Some college education
- Experience in the entertainment industry
- Experience in educational or community programs and events

Working conditions

Hours of operation are evenings and weekends, with occasional daytime 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.