



# Mobile Operator

## Job purpose

The Zippety's Mobile 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 Mobile Operator is a passionate, social person who enjoys interacting with customers and providing games of laser tag at several venues and events. Mobile Operators perform a variety of tasks.

- Manage and moderate laser tag games at offsite locations such as birthday parties, church events, businesses, community events, and fairs and festivals
- Carry, set up, and use portable laser tag barriers to create customized arenas utilizing the space given by venue
- Have the technical mindset to learn, operate, and troubleshoot electronic laser tag equipment
- Ensure that all laser tag equipment is charged and ready to go
- Perform setup and teardown duties as instructed by manager on duty
- Provide exceptional customer service with both players and nonplayers at the event
- Create engaging laser tag matches and game objectives based on age, interest, and skill level of the player crowd
- Maintain a professional attitude and appearance at all times while on the job
- Adhere to all company rules and regulations

## Qualifications

To better serve our customers and achieve our entertainment mission, we look for the following in our applicants:

Minimum qualifications:

- Be able to work with a team in a fast-paced environment
- Be able to learn to operate, maintain, and troubleshoot laser tag equipment
- Have exceptional customer service and communication skills
- Work independently and be able to problem solve in the middle of an outdoor event
- Be able to lift 20-30 pounds for equipment management
- Prior customer service experience
- Have own transportation to travel to and from parties (pickup truck preferred)
- Be okay with putting laser tag equipment and outdoor inflatable barriers in personal vehicle

Preferred qualifications:

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

## Working conditions

Mobile parties occur primarily weekends. Hours of operation vary depending on dates that parties and events are booked by the customer. Hours are flexible, but expect evening and weekend work for most parties.

## 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 at all times by players.