



Oaks Park Birthday Crew Member Job Description

Reports to: Cafe Manager or Supervisor, Food & Beverage Director
FLSA: Hourly
Approved By: Chief Executive Officer, HR Director, and Food & Beverage Director

Position Summary:

As a Birthday crew member, you will be responsible to welcome and greet customers, answer questions and provide excellent customer service to contribute to an overall memory making experience. You will work in the Birthday party area by taking customer gifts and cakes and take an additional last minute orders for their party, receive payments, set birthday tables, deliver food. You help set the tone for each guest who visits Oaks Park through keeping the rink a safe place to for all guests.

Essential Duties and Job Responsibilities:

- Greet Birthday organizer and go over party details.
- Take gifts and cakes and store until the party time.
- Take last minute orders from Party organizer for food.
- Take payments and provide proper cash handling and change to customers.
- Set party table with tablecloth, plates, napkins, forks, cups, soda, cotton candy bags and a souvenir cup for the birthday person.
- Deliver food and serve drinks to birthday parties.
- Deliver gifts and cake at appropriate table times.
- Continual cleanup and sanitizing of Café and birthday areas.
- Clean all areas of café and birthday areas at the end of each party.
- Facilitate a fun and memorable experience for all party guests.
- Respond appropriately to difficult customer service situations.
- Maintain safety standards at all times for yourself and other park employees.
- Inform Manager(s), Supervisor, or Director on duty of any significant concerns and problems.
- Perform other work as assigned which may not be listed above. These duties may change with or without notice.

Qualifications:

- Must be 16 years old or older and able to obtain your food handlers card within 30 days of employment.
- Like children.
- Be enthusiastic.
- Must be reliable.

Knowledge, Skills and Abilities:

- Communicate and provide consistent, friendly and helpful customer service to guests and all park employees.
- Ability to manage your time efficiently and work when unsupervised.
- Ability to follow all safety practices.
- Work independently and as part of a team.
- Able to be on time when scheduled.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Able to stand for several hours at a time
- Be able to use cleaning materials.
- Able to lift up to 40 pounds in place or move across a distance.

Schedule:

- MUST be flexible to work all shifts, days, evenings, weekends and holidays.

Wage:

- This is a part time position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. Starting wage is \$14.00 depending on experience.

Benefits:

- At Oaks Park, some amazing employee perks include free rides and roller skating, discounts on food, REAP card (while supplies last) which allows an employee and a guest to visit several other Non-Profit venues within the state, along with a GREAT FUN atmosphere to work in.

Oaks Park welcomes people from all walks of life and is an inclusive workplace. We believe a great team makes the dream work! Oaks Park is a drug free workplace and pre-employment drug screen and background check are required.