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## **Oaks Park Game Attendant Job Description**

**Reports to:** Games Supervisor and or Games Manager  
**FLSA:** Hourly  
**Approved By:** Chief Executive Officer, HR Manager, and Operations Director

### **Position Summary:**

As a Games Attendant, you are responsible for providing the highest level of guest service. Under supervision, you will monitor and enforce rules for each arcade game, midway game, and attraction. You will be responsible for making change and assisting guests with questions regarding the operation of games, games of skill, redemption games, attractions, and other Oaks Park Information. Ensure the cleanliness of the games and midway areas. You set the tone for each guest who visits Oaks Park through your positive attitude while assisting them and by keeping the areas clean and looking great.

### **Essential Duties and Job Responsibilities:**

- Welcome and greet customers, answer questions, and provide excellent customer service to contribute to an overall memory-making experience.
- Provide consistent, friendly, and helpful service to guests and coworkers.
- Complete pre-opening preparations.
- Assist in merchandising of gaming areas.
- Assist with receiving inventory items for games.
- Operate park gaming attractions.
- Encourage sales when appropriate by suggesting items to guests.
- Monitor and enforce rules and regulations of each different game and attraction.
- Assist guests with the operation of games or attractions with an explanation of play.
- Answer guest questions and concerns in a friendly, positive, and professional manner.
- Operate credit card machines for gaming purchases.
- Take cash and make change for guests as needed.
- Adhere to Oaks Park cash handling policies and procedures.
- Maintain safety standards at all times for our guests, yourself, and other park employees.
- Inform Director, Manager, (s) or Lead/Supervisor on duty of any significant concerns, broken machines, out-of-order games, and problems.
- Perform other work as assigned, which may not be listed above. These duties may change with or without notice.

**Qualifications:**

- Must be 15 years old or older.
- Mathematic proficiency required to handle cash transactions.
- Must be assertive in sales and have an outgoing personality.
- Able to prioritize concurrent tasks with minimal direction.
- Point of Sale experience preferred.
- Knowledge of computer equipment.
- Effective verbal communication skills.

**Knowledge, Skills and Abilities:**

- Communicate and provide consistent, friendly, and helpful customer service to guests and all park employees.
- Must be able to respond appropriately to guests with concerns and complaints.
- Stay focused on the job while assisting other guests.
- 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 twist, bend, stoop, reach, and or kneel or otherwise be able to move objects.
- Able to lift up to 25 pounds in place or move across a distance.
- Able to move equipment.
- Able to stand for several hours at a time.

**Schedule:**

- MUST be flexible to work all shifts, days, evenings, weekends, and holidays. The park operates seasonally from March to possibly the end of October. Starting 6 days a week in mid-June. Some shifts start as early as 8:00 am and may end as late as midnight.

**Wage:**

- This is a part-time, seasonal position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. The starting wage is the City of Portland's minimum wage per hour.

**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.