



P.O. Box 894, El Cerrito, CA 94530

Fax: 510-232-6795

guestservices@playland-not-at-the-beach.org

Guest Services Job Description

Organization Information

Playland-Not-at-the-Beach is a Non-Profit Museum of Fun celebrating the magic and history of bygone amusements by providing interactive family-fun experiences which help people of all ages re-discover the joy of being a kid.

Playland-Not-at-the-Beach has an amazing array of attractions celebrating America's Bygone Amusements; specifically focusing on San Francisco's Playland-at-the-Beach, Sutro's Baths, and the Cliff House. Playland also has several areas where guests (children through senior citizens) play carnival games, penny arcade devices and pinball machines. Playland-Not-at-the-Beach also offers special events, magic shows, and other entertainment to guests.

Position Overview

Title: Guest Services Staff Member

Direct Supervisor: Operations Manager

Position Type: Part-time Seasonal: 0-32 hours per week (must work evenings, weekends and holidays)

Experience Required: 0-3 Years

Compensation: \$9.00 per hour (if promoted to Year-Round: \$10.00 per hour)

Summary of Position

The Guest Services Staff is responsible for helping to provide an amazingly magical experience for guests and volunteers. The Guest Services Staff assist in running games, special events, and meeting the needs of individual guests. They are also responsible for the supervision and continuous training of volunteers. Guest Services Staff are also responsible for keeping the entire facility clean, well maintained, and safe.

Duties and Responsibilities

- Provide exemplary customer service; insure a positive experience for guests and volunteers.
- Supervise volunteers and assist in their continued training.
- Provide a safe, positive, clean, and fun environment for guests and volunteers.
- Basic facility up-keep including cleaning, organizing, and restocking of items (including the game rooms, party rooms, and bathrooms).
- Make public announcements.

- Give tours of Playland-Not-at-the-Beach; focus on the historical significance of Playland-at-the-Beach and Sutro's Baths.
 - Always act in a professional and appropriate manner while at Playland-Not-at-the-Beach, while representing Playland at an event or function, and while wearing any Playland apparel.
 - General facility maintenance and up-keep; including light gardening, cleaning the sidewalk and parking lot area, and setting up tents as needed.
 - Assist the Party Host for special events including set-up, clean-up, treasure hunts, and meeting any additional needs as requested.
 - Run carnival games, pinball games, fascination parlor, and prize redemption as needed.
 - Run front admission desk as needed; including cash handling and processing credit card transactions.
 - Assist in the set-up, break-down and running of the Playland booth at off-site events as needed.
 - Assist supervisors in opening and closing for the day.
 - Assist in special event bookings.
 - Assist other staff members and supervisors.
 - Other duties as assigned.
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Position Requirements

- Outgoing and positive personality.
 - Experience working with children, seniors and people with special needs is a plus.
 - The ability to do basic arithmetic.
 - The ability to give clear instructions.
 - Flexibility in handling duties and varying hours.
 - Must speak English. Additional languages a plus.
 - Entry level computer, Microsoft Office, and general office skills helpful.
 - Ability to work independently with little to no supervision.
 - Ability to supervise a diverse group of volunteers.
 - Ability to work as part of the Playland-Not-at-the-Beach team with respect and effective communication.
 - Ability to arrive and depart on time.
 - Ability to stay calm and deal with any emergency situations.
 - Expected to work most Friday evenings, Saturdays, Sundays, and School Holidays.
 - Have a certification from the American Red Cross in Basic First Aid and Community CPR or the ability to obtain the certifications.
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How to Apply

To apply for the Guest Services Staff position mail, fax or email a cover letter and resume to the Operations Manager at Playland-Not-at-the-Beach. If emailing, include your resume in the body of the email and put "Guest Services Staff Position" in the subject line (any emails with attachments will automatically be deleted). No phone calls or in-person visits please. Applicants will be contacted when Playland-Not-at-the-Beach is hiring and if they are being considered for the position.

