



## **Job Description**

**Title: CASHIER/HEAD CASHIER**

**Reports to: ASSISTANT MANAGER**

### **Summary of Position:**

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Provide friendly, responsive service to create an exceptional entertainment experience for our customers. A Cashier's attitude directly effects how Launch Trampoline Park as a whole is perceived. You have six main functions, selling and processing tickets, verifying waivers, preparing jumpers, selling café items, booking events and answering the phones. Thank all customers for jumping at Launch Trampoline Park.

### **Duties & Responsibilities:**

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- Receive payment by cash, credit cards, vouchers, or gift cards.
- Timely sale and processing of jump tickets, merchandise, gift cards or other retail items to customers.
- Process returns.
- Greet and assist customers entering the park.
- Process online booked tickets.
- Assist customers with waiver completion.
- Verify new customer waivers.
- Prepare customer for jumping to include wristbands, footwear (if applicable) and tickets.
- Keep workstation area clean and organized.
- Monitor, clean and organize locker room and café seating areas as needed.
- Resolve customer complaints.
- Request assistance using paging radios.
- Report problems with cash registers, customers or facility to head cashier or manager on duty.
- Responsible for accurate cash and till management for their drawer.



- Monitor marketing flyer stocks and replenish as needed.
- Assist with retail sales of merchandise and footwear as needed.
- Other duties as assigned by management or needed by the business.
- Complete opening and closing duties.
- Performs his or her job in a friendly, courteous manner at all times.
- Promptly informs the Manager on Duty of any and all customer complaints or comments.
- Takes messages for the management accurately, always remembering to get the name and phone number of the person leaving the message as well as what the visit is in regards to.
- Remains diligent and focused during all monetary or credit card transactions so that his or her register is accurate at the end of each shift.
- Cleans locker rooms according to the schedule.
- Cleans front desk area, bathrooms, entry way, waiver kiosks, and gaming area according to schedule.
- Informs Manger immediately of product shortages.
- Performs other related duties as assigned by the Manger.

## **Qualifications:**

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- Willingness to be a Team Player and Hard Worker.
- Prior experience as a cashier is preferred but not necessary.
- Must be able to communicate clearly with managers but especially with customers.
- Be able to reach, bend, stoop and frequently lift up to 25 pounds.
- Be able to work in a standing position for long periods of time (up to 10 hours).