

**AirFx Trampoline Park
Job Description**

Job Title: Supervisor
Reports To: Assistant Manager
Date Prepared: December 2015

SUMMARY

Under the direction of the assistant manager, the supervisor will be responsible for the day-to-day AirFX Trampoline Park operations and staff. Primary responsibility is managing daily activities to achieve exceptional customer service, safety and satisfaction. As part of the onsite management team, the supervisor will be able to assume the role of “Manager on Duty” as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for opening & closing of the building
- Responsible for delivering the highest customer service
- Act as the eyes and ears of the operation, addressing all needs and situations as they arise
- Accommodate guest needs during shift
- Enforce all safety rules, operating procedures and waiver policy
- Adheres to federal, state and local employment related laws and regulations
- Assist with general facility/trampoline maintenance
- Report all guest experience feedback to Assistant Manager.
- Performs all duties in all aspects of facility operation; provides backup in all areas of operation as needed.
- Other management duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Requirements

- Excellent customer service skills
- Ability to work nights/weekends as needed to manage the facility and provide coverage.
- Outgoing personality and very approachable
- Excellent problem-solving skills

- Strong organization skills with the ability to multi-task; ability to change focus and delegate to ensure optimal shift operations.
- Excellent written and verbal communication skills to work effectively with staff and guests.
- Demonstrated follow-through skills.
- Ability to train and motivate staff to their potential.
- Strong work ethic and leadership skills.
- Self-motivation to achieve goals.

Experience/Education

- CPR certification and/or first aid training preferred. Ability to obtain any government required license or certificate.

Physical Demands

- The physical demands described here are representative of those that required by an associate to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.
- While performing this job, the associate is regularly required to stand; walk; use hands, talk, hear and taste or smell.
- The associate frequently is required to reach with hands and arms; occasionally required to sit, climb or balance, stoop, kneel, crouch or crawl.
- The associate must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Associate

Acknowledgment _____ Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements inherent in the occupation.