



City of Lindsay

JOB DESCRIPTION
TEAM MEMBER III

Class Title: TEAM MEMBER III
Department: McDERMONT
Location: 365 N SWEETBRIER

GENERAL DESCRIPTION:

The Team Member III assignment may include the following responsibilities: operation of McDermont attractions, cashiering, concessions, maintenance, event set-up, birthday parties, membership, event coordination and tournaments, coordinate league activities, maintenance and repair of equipment, sales, marketing, data entry, maintenance of financial records and other assignments. All McDermont Team Members are expected to provide exceptional customer service and help create the McDermont experience for patrons to the facility.

SUPERVISION RECEIVED:

Works under the general supervision of the McDermont Director.

SUPERVISION EXERCISED:

Under the direction of the Administrative Supervisor, supervises Team Member I and Team Member II employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Helps to create and promote a safe and inviting environment for McDermont fans.
- Answers customer questions and provides accurate information on McDermont programs and services.
- Carries out assignments in a professional and friendly manner.
- Provides McDermont fans with operation and safety instructions for McDermont attractions.
- Assists with cleaning and maintenance of facility.
- Order inventory, stock product, maintains displays and helps track inventory.
- Helps with set-up and clean up for special events, tournaments, scheduled activities and other functions.
- Monitors activities to ensure safety of patrons and facility.
- Preparation of concession and food items.
- Handles cashier transactions and retail sales.
- Maintain membership database.
- Organize special events, tournaments and other McDermont activities.
- Oversee specific attractions and/or retail venues within McDermont.
- Promote McDermont through membership sales and partner recruitment.
- Maintain accurate financial records of revenue and expense transactions.
- Organize and maintain sports leagues.
- Train and monitor performance of designated employees.
- Other duties as assigned.

DESIRED QUALIFICATIONS:

- Experience with Max Enterprise and Embed software packages.



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- Knowledge of and experience with rock climbing, flowboarding, laser tag, zip line and other attractions available within McDermont.
- Understanding of operation and maintenance of fitness center and fitness equipment.
- Ability to operate, maintain, and repair point of sales machines, membership scanners, computers, sound equipment, and other items essential for the day-to-day operation of the facility.
- Experience in event coordination and marketing.

EDUCATION AND EXPERIENCE:

- Graduation from a high school or GED equivalent.
- Any combination of education and experience that demonstrates that the candidate is able to carry out the essential duties of the position.

NECESSARY SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to evaluate customer satisfaction and maintain a service oriented mindset.
- Good oral and written communication skills so as to effectively interact with patrons, employees and supervisors.
- Lifeguard/CPR certification (FlowRider attraction).
- Ability to pass in-house certification process for specialized assignments.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 35 pounds. Employee must be available to work evening and weekend shifts.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

McDermont is a highly energized work environment characterized by multiple sports and entertainment venues.