

## JOB DESCRIPTION

**Title:** Seasonal Floor Staff

**Date:** June 2022

**Department:** Operations

**Reports to:** Director of Operations

### NATURE OF THE JOB

- **Basic Purpose & Objective of the Position:** Dynamic individual needed to work in the operation. Position requires high level of guest engagement with a dedication to guest service and customer interaction.

➤ **Principal Accountabilities:**

% of

**Total:**      **Duties & Responsibilities:**

Floor Interactor

- Guide guests through an interactive learning experience.
- Operate and maintain floor exhibits.
- Clean and ensure the safety of staff and guests.
- Actively and consistently engage Guests throughout the property.
- Work within a team to create a memorable experience for the guests.

90%

Other

- Work on any additional assignments from management.

10%

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100%

➤ **Knowledge & Skills:**

**Education Level:** High School Diploma preferred

**Field of Study/Area of Experience:** Guest Service

**Other Training/Technical Skills/Knowledge:**

- Some experience with guest services
- Comfortable working around children and families.
- Strong written and verbal communication skills.
- Fluent in a second language (preferred)

➤ **Abilities & Behaviors:**

- Proactive, motivated, and driven
- Charismatic, friendly, and enjoys talking to Guests
- Excellent interpersonal skills

- Quick to learn and able to manage high volume and stressful situations
- Good public speaking skills
- Able to work independently with little oversight
- Able to work well and excel in a team environment
- Strong attention to detail

## SCOPE OF THE JOB

### ➤ **Interactions:**

Daily interactions with internal staff  
Constant and daily interaction with the general public

### ➤ **\*Business/Work Environment:**

Dynamic environment. Can range from high stress and fast paced during peak season to low/moderate pace during slow season.

Position resides at Orange County Campus

### ➤ **\*Challenges:**

Products and promotions often change with little notice; person should be able to adjust quickly to change and move positively forward.

### ➤ **Physical Demands & Environmental/Working Conditions:**

Spends 90% of the role standing or walking.

### ***Disclaimer***

*The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.*