



SPLASHDOWN BEACH Locker Attendant Job Description

Revised: 03/25/2022

GENERAL PURPOSE

Locker Rental team members work directly with our Operations Supervisors, Customer Service, and Management Staff. They are responsible for greeting our guests in a kind professional manner while providing assistance and help with the understanding of the locker rental process and policies.

ESSENTIAL DUTIES/RESPONSIBILITIES

- Provides guidance to each guest through the entire rental process at the kiosk.
- Provides information to our guests about locker wristbands and assigned locker locations.
- Services locker kiosks and locker scanning ports, and replenishes locker wristbands throughout park operation.
- Performs basic trouble-shooting actions such as locker door jams, wristband scanning errors, lost wristbands, and wristband printing jams. Document and inform management of all locker rental errors.
- Performs routine trash clean up of the locker rental areas, changing room stations, the boardwalk, designated seating areas, and all trash/recycle containers.
- Responds to all guests needs or complaints while maintaining the highest level of guest relations and professionalism at all times.
- Attends regularly scheduled staff meetings, training programs as required.
- Willing to assist in other areas of Park Operations such as Parking, Main Gate Operations, Arcade, and Slide Attendants.
- All Splashdown Beach staff are required to assist in maintaining park cleanliness and ensuring guest safety.

JOB QUALIFICATIONS

- Must be 15 years of age or older.
- Ability to be on your feet for extended periods of time.
- Personal drive, action-oriented, quick learner.
- Ability to observe and analyze safety situations and determine appropriate course of action.
- Ability to thrive in a busy, fast-paced team environment as well as work independently.
- Must possess excellent communication skills, multi-tasking, and problem solving skills.
- Training on all kiosks, locker bank systems and water attractions will be provided to the right candidate.
- Ability to lift 50 lbs.
- Flexible Schedule. Must be prepared to work weekends and holidays.