



**Job Title:** Support Staff

**Reports to:** Team Leader

**Job Purpose:**

As Support Staff, you will play a crucial role in ensuring the smooth operation of our haunted house attraction. Your primary focus will be on providing excellent customer service, efficiently processing ticket sales and transactions, and addressing customer concerns and issues. Your friendly demeanor, attention to detail, and ability to remain composed in a high-energy environment will contribute to the success of our haunted house experience.

**Key Responsibilities:**

- ☹ Greet guests with a welcoming and engaging attitude, setting the tone for their haunted house experience
- ☹ Assist guests in understanding the attraction's offerings, rules, and safety guidelines
- ☹ Address guest inquiries, providing accurate and helpful information to enhance their overall experience; listen actively to feedback and demonstrate empathy and professionalism
- ☹ Scan/Sell tickets and merchandise to guests efficiently and accurately using our designated systems while maintaining proper cash handling procedures
- ☹ Act as the first point of contact for customer concerns, complaints, or issues and escalate more complex problems to a Team Leader
- ☹ Ensure that visitors adhere to safety guidelines and rules throughout their visit
- ☹ Monitor the attraction's queuing area, helping visitors maintain a safe and orderly queue
- ☹ Work closely with fellow support staff, operations team, and Scare Actors to maintain a clean, safe, cohesive, and enjoyable guest experience
- ☹ Communicate any operational issues, feedback, or suggestions to Team Leader
- ☹ Follow all safety and emergency procedures as directed by management.
- ☹ Always uphold company policies and standards
- ☹ All other duties as assigned

**Qualifications:**

- ☹ High School Diploma or equivalent
- ☹ Previous customer service experience
- ☹ Ability to work in a high-pressure, fast-paced environment
- ☹ Excellent improvisation and communication skills
- ☹ Ability to work a flexible schedule including evenings, weekends, and holidays
- ☹ Must be at least 16 years of age

**Physical Requirements:**

- ☹ Ability to stand for long periods of time and perform tasks such as lifting or moving
- ☹ Ability to work in low light conditions; ability to work in an outdoor environment

**SOUTHERN SCREAMS, LLC**

**CONFIDENTIAL:** This onboarding material contains confidential and privileged information intended solely for the recipient. Any unauthorized review, use, disclosure, or distribution is prohibited.