

Support Staff

WHERE EXPERIENCES COME ALIVE



REPORTS TO
Team Leader

CLASSIFICATION
Seasonal · Non-exempt · Hourly

SCHEDULE
Evenings, weekends & holidays

Support Staff keep the attraction running safely and smoothly from the outside in. You are the first and last person most guests meet: welcoming them, handling tickets and sales, running the queue, and solving problems with a calm, friendly, professional presence.

Key responsibilities

Guest welcome & information

- Greet every guest with a welcoming, engaging attitude that sets the tone for their experience
- Explain the attraction's offerings, house rules, and safety guidelines clearly
- Answer questions accurately; listen actively to feedback and respond with empathy and professionalism

Tickets, sales & cash handling

- Scan and sell tickets and merchandise quickly and accurately using company systems
- Follow cash-handling procedures: count your drawer in and out with a leader and give accurate change
- Process refunds, comps, and exceptions only with Team Leader approval

Queue & guest safety

- Monitor the queue and keep it safe, orderly, and moving
- Make sure guests follow safety guidelines and rules throughout their visit
- Keep exits and walkways clear, and watch for guests who are intoxicated, ill, or disruptive
- Follow all safety and emergency procedures, including Code Red, Code Green, and evacuation

Guest concerns & teamwork

- Be the first point of contact for concerns and complaints; escalate complex issues to a Team Leader
- Work closely with fellow Support Staff, operations, and Scare Actors for a clean, safe, cohesive experience
- Communicate operational issues, feedback, and suggestions to your Team Leader
- Always uphold company policies and standards; other duties as assigned

A typical shift

- 1 Arrive, clock in, and check in with your Team Leader.** Get your assignment for the night.
- 2 Pre-Show huddle.** Assignments, changes, safety notes, expected crowds, and the plan for the night.
- 3 Set up.** Stanchions, signage, scanners, merchandise, and your cash drawer, if assigned.
- 4 Run your station.** Welcome guests, scan and sell, manage the queue, and handle questions and concerns.
- 5 Post-Show huddle and close out.** Count out with your leader, break down and restock, report issues, then clock out.

What great looks like

- Every guest is greeted and knows where to go
- Drawers balance and lines keep moving
- Problems are solved or escalated, never ignored
- Calm and friendly on the busiest night

Qualifications

- High school diploma or equivalent
- Previous customer service experience
- Excellent communication and problem-solving skills
- Comfortable in a high-pressure, fast-paced environment
- Available evenings, weekends, and holidays during the season
- At least 18 years of age

Physical requirements

- Stand and walk for long periods (5+ hours)
- Lift and move stanchions, signage, and merchandise
- Work in low light near loud audio and theatrical effects
- Work outdoors in unpredictable weather and natural conditions

Reasonable accommodation is available for qualified individuals with disabilities, religious practices, and pregnancy-related needs. This description outlines the role's general duties; it is not a contract of employment and may be updated by leadership at any time. Employment with Southern Screams, LLC is at-will.