

# Mississippi Mind Trap Game Master

Part-time position, weekend & evening availability is a must.

## REQUIRED:

- Fun, high energy, outgoing personality
- Excellent communication skills (verbal & written)
- Articulate & detail oriented with ability to problem solve quickly
- Ability to use computers, internet & tablets on an intermediate level
- Leader with ability to work unsupervised
- Driver's license & reliable transportation
- Professional appearance

## PREFERRED:

- Previous customer service experience
- 18+ years old preferred

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Learns all the games and solutions to each of the themed escape rooms
- Customer orientation
- Communicate with customers face to face & by typing on screen
- Engages customers during the game when appropriate if there is a problem
- Develops a rapport with customers to promote the business and gain positive feedback for the business
- Reset the room after each game completion
- Perform closing duties such as vacuuming, dusting, mopping & general cleaning.
- May perform other duties

## HOURS & SCHEDULING:

- **FCFS (First Come, First Serve) Shifts**: Those scheduled FCFS will receive a booking notification & will respond if he/she would like to work the shift. The first employee to respond will work it. Employees on FCFS are not required to work. There could be a quarterly bonus for worked FCFS bookings.
- **On Call Shifts**: Those scheduled for on-call (NOT FCFS) are expected to work if we get a booking. You will receive a per hour wage to be on call, even if you don't work. If you end up working a booking, you'll receive your normal hourly rate during the time you are working the booking. If you're scheduled an on-call shift and turn down any bookings during your shift, you will lose your on call pay for that day. If you are ill or need off for any reason, you need to call in at least 3 hours before your shift. Those on-call must be ready to come in to work a booking within 30 minutes.
- **Scheduled Shifts**: Hours will be scheduled when there are bookings in advance. Some hours could be split up during the day.