

# **Job Description**

**Title:** Assistant Manager  
**Reports to:** General Manager

## **Summary of Position:**

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Works with the Manager to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, service quality, safety, cleanliness and sanitation.

Oversee a maximum of 25 staff members per shift, an 35,000-square foot facility that has a capacity over 200 jumpers per hour on 5 different trampoline courts and many other attractions; a café that serves hot foods such as pizza, nachos, hamburgers and hot dogs, and a 3000-square foot birthday party area that holds 100+ party guests.

## **Duties & Responsibilities:**

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### General Administration

- Understand completely all policies, procedures, standards, specifications, guidelines and training programs.
- Manage merchandise including clothing, shoes, socks, pens or related material.
- Inventory management and ordering.
- Store opening and closing duties.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Provide advice and suggestions to the Manager as needed.
- Promotes good business principles by never discussing company business in public areas or with customers.
- Maintains a friendly, courteous and cheerful demeanor at all times.

## Marketing, Programs and Events

- Managing special events (lockouts, corporate events, bachelor parties, youth groups).
- Overseeing event staffing plans
- Working hand in hand with office staff to set up appearances, giveaways, and community outreach.

## Financial

- Performs and/or oversees regular inventory procedures, including ordering, taking physical inventories, controlling waste, etc.
- Implements strategies for improving cost controls.
- Assign tills to cashiers.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with facility policies and procedures.
- Compile and balance cash receipts at the end of the day/shift.
- Manage labor based on daily business changes while ensuring that all positions are staffed when and as needed and labor cost objectives are met.

## Operational

- Monitors the workplace safety program.
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times.
- Ensure that all customers are receiving the proper jump service according to company standards.
- Ensure that all food and products are consistently prepared and served according to the facility's recipes, portioning, cooking and serving standards.
- Achieve company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Oversee the health and safety of customers and staff at Launch Trampoline Park
- Fill in where needed to ensure guest service standards and efficient operations.
- Supervise and participate in jump area, kitchen and cafe area cleaning.

- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the facility's preventative maintenance programs.
- Ensure that all products are received in correct unit count and condition and deliveries are performed in accordance with the facility's receiving policies and procedures.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the facility, employees and guests.
- Resolve customer complaints.

#### Technology

- Master the point-of-sale, online booking and event scheduling software.
- Develop a proficiency in Microsoft Office programs (Excel, Word and Powerpoint).

#### Staff Management

- Assist General Manager in making employment and termination decisions.
- Develop and foster a work environment where all employees are free from harassment of any kind.
- Be knowledgeable of facility policies regarding personnel and administer prompt, fair and consistent corrective action for any and all violations of company policies, rules and procedures.
- Identify and train leaders for each area of the park.
- Train and develop supervisors.
- Report employee misconduct to the General Manager.

Perform any other duties as assigned, requested or deemed necessary by the General Manager.

## Qualifications:

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- Be 21 years of age.
- 3-5 years managing an entertainment business, recreation department or restaurant.
- Possess excellent communication skills.
- Worked at Launch Trampoline Park for a minimum of 90 days. Displays a strong knowledge of all job functions and systems. Is viewed as a leader.
- Must possess basic math and computer skills, including Microsoft Word, Excel and Outlook.
- Be able to communicate, verbally and in writing, in the predominant language of the facility's trade area.
- A strong knowledge of our POS system.
- Be able to work in a standing position for long periods of time (up to 8 hours).
- Be able to reach, bend, stoop and frequently lift up to 50 pounds.
- Must have the stamina to work 50 to 60 hours per week.