



JOB DESCRIPTION

Job title	<i>Flight Crew</i>
Reports to	<i>Supervisor</i>

Job Purpose

SkyWheel Panama City Beach is seeking a dependable, team-oriented individual with high energy and a passion for delivering excellent guest service. Qualified candidates will be responsible and dedicated to delivering the highest level of customer service to all guests. This candidate must be willing to work a flexible schedule in a fast-paced environment. SkyWheel Panama City Beach is open seven days a week. Position requires weekend and holiday availability. We are looking for a motivated individual with experience and the ability and willingness to achieve desired results.

Duties and Responsibilities

Includes, but not limited to:

- Provide the highest level of customer service while greeting guests as they enter and exit the attraction
- Engage and entertain guests as they experience the attraction
- Take an active role in assisting customers and answering any questions
- Ensure proper behavior and attitude of guests and ask for assistance from a supervisor, manager or security when needed
- Remain alert at all times providing a safe environment
- Ensure compliance with all safety policies, procedures and practices
- Oversee and manage crowd control and an efficient workflow
- Comply with all internal control, procedures, and practices
- Attend all scheduled training
- Understand and be knowledgeable to work all other functions of the attraction including ticket sales; ride operations; and retail, food and beverage sales.
- Maintain a clean and professional work area
- Assist in preopening and closing procedures
- Other duties as assigned

Qualifications

Qualifications include but are not limited to:

- Must be outgoing, friendly, professional and willing to speak to every guest, answer questions and be proactive in engaging all guests
 - Proven attention to detail and follow-through with excellent organizational skills for keeping detailed records, reports and logs
 - Must be able to work professionally and coordinate with all levels of SkyWheel team members, vendors, onsite venue partners and guests
 - Must be able to stand for long periods of time and work in a variety of conditions including heat, cold and rain
 - Must be willing to work a flexible schedule including nights, weekends and holidays and work in a fast-paced environment
 - Must be able to perform the essential functions of the job with or without supervision
 - Excellent verbal and written communication skills in the English language
 - Acceptable pre-employment drug screen and background check
 - Experience in the amusement/theme park or high-volume tourist-based entertainment venue is beneficial
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