

# GROUND KONTROL

## CLASSIC ARCADE

### **Position: “Game Warden”**

**Description:** Entry-level daytime customer service position. Prepare arcade for opening, and operate arcade during daytime (Noon-5PM) hours.

**Employment:** All weekdays available, 10AM-5:30PM

**Compensation:** \$13/hour, 40 hours Paid Time Off available annually

**Reports To:** Arcade Manager

### **Major Responsibilities**

#### **Prepare Arcade for Operation (10AM-12PM)**

- Disarm security alarm, turn on lights, assess general condition of location.
- Collect coins from games, count, log, and store (weekly).
- Fill coin hoppers and load hoppers into bill changers.
- Vacuum/sweep floors and carpets.
- Clean and restock bathrooms.
- Arrange and clean tables and seating.
- Turn on games.
- Adjust window blinds and lighting.
- Turn on signage and background music, and unlock front door.

#### **Operate Arcade (Noon-4:30PM)**

- Serve customers quickly and courteously: Prepare and serve light food and non-alcoholic drinks, sell merchandise, change bills, and answer questions.
- Maintain service area: Collect used utensils and food / drink containers, run dishwasher, organize supply closet and walk-in cooler, clean surfaces, restock back-of-bar.
- Maintain cleanliness in the arcade (add details here)
- Receive deliveries of beer, soda, cleaning supplies, and other goods. Write payment checks and report them accurately.
- Answer the phone quickly and courteously, relaying messages accurately to owners, managers, and other staff as necessary.
- Receive mail, distribute, and notify recipients.
- Report problems to Arcade Manager.

#### **Shift Changeover (4:30PM-5:30PM)**

- Stock ice and juices for incoming bar shift.
- Collect bills from coin changers, count, and deposit in safe.
- Ring coin changer income into POS.
- Close out POS drawer, print shift reports, settle till, deposit income in safe, and rebuild till.

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### **Skills and Experience**

- Can provide courteous and professional customer service in a busy retail environment.
- Efficient and self-motivated.
- Trustworthy with cash and security measures (keys, passcodes)
- Calculates and records transactions quickly and accurately.
- Communicates clearly and effectively over the phone and by email.
- Available to work on weekends if necessary.
- Current Food Handler's card.
- Able to stand for extended periods of time (6-8 hours).
- Able to lift up to 50 lbs.
- Familiarity with arcade and pinball games, and the ability to apply basic troubleshooting logic when describing equipment failures are pluses.

GK is committed to a policy of nondiscrimination and equal opportunity for all employees and qualified applicants without regard to race, color, creed, religion, sex, age, ancestry, national origin, sexual orientation, marital status, veteran's status, physical or mental handicap or disability or any other characteristic protected by law.