



Would you like to work in a fun and exciting environment with unbelievable artifacts, fun interactives and room for career growth? Ripley Entertainment Inc. is a global leader in the attractions industry with more than 13 million people visiting our 95-plus attractions in 10 countries each year.

JOB DESCRIPTION

Position Title: Operations Associate

Apply online at <https://tinyurl.com/pcb2019> or in person at Ripley's Believe It Or Not! located at 9907 Front Beach Rd. Panama City Beach, FL 32407.

Basic Function:

An Operations Associate is responsible for maintaining Guest Service as per company standard, generating sales, cash register operations (POS), Wax Hands operations, Moving Theater operations, housekeeping, and adherence to all Company Policy/Attraction standards. This position is part-time and may include shifts scheduled during 8am – midnight, every day of the year including holidays.

Principal Responsibilities:

1. Ensure that each Guest receives outstanding Guest Service by providing a friendly environment which includes greeting and acknowledging every Guest, maintaining outstanding standards, museum exhibit knowledge and all other components of Guest Service.
2. Actively sell tickets, guidebooks, mirror maze glasses, and other retail items as assigned in a positive and friendly manner.
3. Accurately and efficiently complete all sales transactions and maintain proper cash and media accountabilities at POS registers.
4. Instruct and guide Guests through the creation of personalized wax hand souvenirs.
5. Greet and load/unload Guests as they enter/exit the 7D Moving Theater, explain ride and safety rules, observe Guests while riding for any safety issues, and ensure the proper flow and control of crowds.
6. Maintain a clean and safe environment for our Guests and employees. Museum show quality and presentation should be maintained at the highest level.
7. Communicate Guest requests to management.
8. Adhere to all Company policies, procedures and practices, including safety.
9. Any other duties as assigned by management.

JOB DESCRIPTION

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Essential Skills / Requirements:

1. Proficiency in cash handling.
2. Ability to handle high levels of point-of-sale processing.
3. Must be energetic, courteous and professional.
4. Must be knowledgeable of all Ripley attractions.
5. Ability to retain information on all promotions, events, and discounts that affect ticketing prices.
6. Ability to operate and use all equipment necessary to run the store.
7. Ability to lift up to 50 pounds.
8. Ability to stand for periods of 7-8 hours.
9. Ability to bend, stoop, kneel in order to address machine needs (printer paper, ticket control, etc.).
10. Must be able to perform the essential functions of the job with or without reasonable accommodation.
11. Ability to work varied hours/days/holidays as business dictates.

Preferred Qualifications:

- 0-2 years in a ticket sales background, preferably in the Attractions industry.
- Excellent communication skills.
- Working knowledge of point-of-sale and cash handling systems.
- Strong sales skills.

Language: Fluent in English

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions.



COOPERATIVE EDUCATION

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