



## Job Title: On-Site Group Coordinator

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**Reports To:** Park Manager  
**Status:** Non-Exempt  
**Work Status:** Part-Time / Seasonal  
**Department:** Shark Wake Park  
**Location:** South Carolina / Florida

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### Summary

We are looking for an On-Site Group Coordinator to join our team. This position serves as the on-site representative, contact and party planner for all birthday parties and group events. They will assist with the party or event check-in, equipment rentals, activity direction, Shark Shack party set up and act as party concierge. The ideal candidate is outgoing, friendly and enjoys interacting with guests and providing exceptional customer service. This person is responsible and reliable and a team player with a positive attitude and strong work ethic.

The eligible candidate will work directly with the Park Manager to understand the fundamental structure, operations, policies, and procedures, as well as goals of SWP parties and groups. This position requires standing, walking, and involves both indoor and outdoor work environments.

### Expected Hours of Work

Days and hours of work will be scheduled but hours **must be flexible**. Weekend & Holiday work is required.

**Essential duties and responsibilities** include the following. Other duties may be assigned.

- Proficient knowledge of Shark Wake Park parties & groups including packages, pricing, and policies & procedures
- Proficient knowledge of all SWP activities and Shark Shack – offerings, structure, pricing, restrictions, rental equipment
- Ability to perform all pro-shop duties including check-in process, Aluvii POS system, Veriwaver, wristbands, Microsoft Outlook calendar
- **Party Prep & Planning**
  - Understand and regularly review Microsoft Outlook Event Calendar
  - Ensure proper activity wristbands, food & beverage redemption tickets, and birthday t-shirts have been prepped prior to party arrival or scheduled group
  - Ensure adequate reservations have been made for tables or Shark Shack upper level
  - Ensure Shark Shack and party areas are clean, orderly, and appropriate trash cans are present and emptied
  - Fulfill “special” requests
  - Discuss any issues, concerns, scheduling conflicts, etc. with Supervisor or MOD
- **Customer Service**
  - Check In: Greet parties in a friendly and helpful manner – oversee check in process
    - Verify participant waivers & safety video completion
    - Verify party details and payment status & resolve pending payments or add-ons
    - Finalize party check in, provide party t-shirt and food/beverage redemption tickets
  - Equipment Rental & General Directions
    - Provide friendly and helpful assistance in obtaining rental equipment as well as provide general instructions for each activity



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- Shark Shack & Party Area – Set Up & Introduction
  - Provide friendly assistance and showcase the Shark Shack area to the party planner and attendees
  - Assist with storing of birthday bake or approved celebratory items
  - Ensure party has everything they need for their event and fulfill reasonable requests in a timely and friendly manner
- Party Service & Attendance
  - Provide friendly and helpful service to parties during their scheduled “lunch” or celebratory time
  - Assist with providing parties with drinks, chips, and more
- Collaborate with onsite departments (Pro Shop & Shark Shack) with a positive attitude and team player mentality
- Report to and collaborate with the Park Manager. Communicate regularly regarding party updates, outcomes, feedback, issues or areas of concerns, positive situations, etc.

### Education and Experience

- Must be 18 years of age
- Experience in hospitality, food & beverage, customer service preferred
- Experience in coordinating and hosting group events is preferred
- Successfully completes a 30-day introductory period in South Carolina
- Successfully completes a 90-day introductory period in Florida

### Certificates, Licenses, other

- Clean and clear drug test
- Clean and clear background check

### Tools & Equipment Used

- Hand tools, electric tools, and other associated equipment used in parks/recreation structures, facilities, and projects.

### Language Ability

Ability to read and comprehend simple instructions, short correspondence, and memos in English. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to other employees of the organization. Ability to prioritize tasks according to Operations plan. Knowledge of Spanish is a plus but not mandatory.

### Work Environment

While performing the duties of this job the employee is occasionally exposed to wet conditions and toxic or caustic chemicals, inclement weather, bright sunshine, potentially hazardous conditions on lakes, regularly required to lift objects weighing up to 50 pounds, push, pull, use a wide variety of tools, lift, and climb up and down. The noise level of this position will be from moderate to loud, dependent upon the area and type of work being performed. Appropriate PPE to be worn when necessary.

### Physical Demands



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The physical demands described here are representative, but not all-inclusive, of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is regularly required to use hands, handle, or feel. The employee is required to stand; walk; sit; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. Must be able to lift and/or carry 50 pounds. The vision requirements include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

### Signatures

This job description has been approved by all levels of management:

Park Manager \_\_\_\_\_ Date \_\_\_\_\_

DOO \_\_\_\_\_ Date \_\_\_\_\_

### CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and amend the work of any employee under their supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have received, reviewed, and fully understand the Job Description. I further understand that I am responsible for the satisfactory execution of the essential duties and responsibilities as listed herein.

Employee Signature:	Date Signed:
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