



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Court Marshal
<b>REPORTS TO:</b>	Supervisor
<b>RESPONSIBLE TO:</b>	Operations Manager
<b>LOCATION:</b>	Jump Boxx NI, Waringsford Road, Banbridge

### **JOB SUMMARY**

Jump Boxx NI is a fast paced and demanding working environment providing a service to the public Monday to Sunday. Therefore enthusiasm, good communication and flexibility are all important aspects of the job.

The role of the Marshal is to deliver high quality customer service in all areas of the park to ensure that all customers and participants have an enjoyable and safe experience.

The Marshal will take direction from management in carrying out delegated tasks and adopt a leadership role in areas assigned to him/her as required.

### **DUTIES & RESPONSIBILITIES:**

#### **FRONT DESK/RECEPTION**

1. Ensure that all customers feel welcome and are given responsive, friendly and courteous service at all times.
2. Efficiently check in customers ensuring that waivers have been completed fully (online or paper), allocate relevant colour coded wristbands and compulsory grip socks.
3. Provide necessary park information at customer's request e.g opening times, prices, safety information, information on services we offer i.e. Little JUMP, JUMP Fit, Birthday Parties etc.
4. Ensure the reception area is kept clean & tidy at all times.
5. Conduct regular grip sock replenishment.
6. Answer telephone calls promptly.

## **CAFÉ/KITCHEN**

1. Greet and serve customers in a timely manner.
2. Make hot drinks to order.
3. Ensure the seating area is clean & tidy at all times.
4. Put away deliveries promptly, keep stock levels replenished at all times and ensure stock is rotated i.e. older stock sold first.
5. Assist in the cooking of food for customers & birthday parties as requested adhering to food hygiene and safety procedures.
6. Update and maintain food hygiene records if requested to do so.

## **TRAMPOLINE PARK**

1. Marshal the trampoline park in line with Court Rules and Procedures.
2. Deliver high quality customer service at all times by engaging with customers – ensure customers have fun safely.
3. Conduct hourly / daily trampoline safety checks and monitor safety of equipment throughout sessions and notify management accordingly.
4. Ensure the trampoline park is free from debris & clutter at all times.

## **HOST BIRTHDAY PARTIES**

1. Check Birthday Party bookings for that day and prepare party rooms accordingly with plates, cups, napkins, juice and sauces.
2. Engage with the birthday child and his/her parent to make them feel special.
3. Lead the party to their designated party room after their JUMP session and serve food & juice promptly.
4. Provide a high level of quality customer service at all times.
5. Clean up and turn around party rooms in readiness for the next party.

## **GENERAL**

1. Be aware of the company's risk assessment, fire safety and accident/incident reporting procedures.

2. Identify and report any health & safety risks to management.
3. Notify management if stock levels are running low.
4. Conduct regular restroom cleanliness checks and record on restroom checklist.
5. Actively promote the company e.g. distribute company flyers, share social media statuses.
6. Opening and closing tasks – completion of safety maintenance checks and closedown cleaning schedule, ensuring the park is left fit for next day trading.
7. Promote good business principles by never discussing company business in public areas, on social media or with customers.
8. Perform any other duties assigned, requested or deemed necessary by management.
9. Ensure Data Protection principles are upheld at all times in public areas of the park e.g. waivers filed promptly, customer information not left visible on mobile devices, prevent the use of photographic equipment.

It should be noted that the duties outlined in this job description are not fixed in content and any other duties may be assigned as reasonably required by your employer.



## **PERSONNEL SPECIFICATION**

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### **ESSENTIAL CRITERIA: -**

*(The Essential Criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the post and will be measured through application form and interview process)*

1. Demonstrate ability to work as part of a team as well as being able to use your own initiative.
2. Ability to communicate with a wide range of people.
3. Competent in the use of a computerised system.

### **DESIRABLE CRITERIA: -**

*(The Desirable Criteria are used in the case where there is a large applicant response. Please demonstrate how you meet the criteria on your application form)*

1. Experience of working in a customer facing environment.
2. Possess a valid First Aid and / or Food Hygiene certificate.