



Ride Operator

Ride Operators are responsible for the safe and hospitable operation of all of the attractions at *Hersheypark*[®]. This position is responsible for learning, retaining, and enforcing all departmental safety requirements, while creating a friendly and hospitable environment for all of our guests.

Job Functions:

Ride Operators may be required to do one or all of the following tasks depending on ride assignment:

- Safely operate rides by always remaining vigilant and aware
- Provide excellent customer service to the guests of *Hersheypark* through greeting guests and answering questions related to the attraction
- Direct guests to and from ride area and assist in loading and unloading of rides, which can include lifting children into rides as needed
- Physically check safety restraints to ensure they are in the correct and locked position
- Comprehend written and verbal instructions, retain information, and consistently enforce all ride safety, park, and departmental policies including, but not limited to: enforcing the attraction height requirements and following all safety procedures
- Keep a safe and clean work area
- Provide safety speeches to guests by using a microphone
- Other job duties as assigned

Additional Qualifications:

- Must be friendly, upbeat, and work well with other employees and be able to interact with our guests in a fast paced environment
- Must have reliable transportation to and from work for your scheduled shifts
- Complete basic math without using a calculator
- Must be able to speak, write, and understand English
- Must have the ability to safeguard confidential information
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines

Working Conditions:

- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements would include ability to stand (for up to five hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, and the ability to push, pull, and reach above shoulder level
- Must be able to hold and use a height measuring stick to assess guests' height for each attraction
- Requires lifting up to 35 pounds without assistance on a regular basis

Hershey Entertainment & Resorts is an Equal Opportunity Employer

**Candidates offered Rides/Lifeguard positions will be required to complete pre-employment drug testing.*

Foods Team Member

Join the sweetest team on earth where you can earn some extra cash and enjoy the thrills and perks of *Hersheypark*[®]! We are looking for individuals who can work together to create sweet experiences for our guests, while making lasting memories and friendships. *Hersheypark* Food & Beverage team members have a great opportunity to learn many skills on the job other than flipping burgers and pouring drinks! Some of these skills include time management, customer service, communicating with a team and leaders, and maintaining a clean and safe workspace.

Job Functions:

- Greeting guests and taking Food & Beverage orders while communicating with other team members within the employee's scheduled location
- Preparing and serving Food & Beverage items to guests
- Ringing orders into a register to complete credit transactions
- Cleaning, sanitizing, and sweeping/mopping work areas to include food prep areas, other food contact surfaces, patio/condiment areas, and floors/walkways
- Storing and rotating stock and food items within assigned work locations
- Performing opening and closing procedures related to the assigned Food & Beverage location and as directed by shift supervisors
- Other job related responsibilities as assigned including other Hershey Entertainment Complex locations such as *ZooAmerica*[®], *Hersheypark* Stadium, *Hersheypark* Arena, *GIANT Center*SM and *Hershey Theatre*[®]

Additional Qualifications:

- Must be able to understand and communicate in English
- Must have reliable, steady transportation to and from work
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines

Working Conditions:

- Physical requirements include standing (for periods up to 5 hours at a time), walking, bending and lifting up to 20 pounds without assistance
- Regular outside work in various weather conditions is required (including extreme heat, sun exposure, cold, and other inclement weather)
- Employee must provide proper footwear (all black, non skid/non slip sneaker)

Hershey Entertainment and Resorts is an Equal Opportunity Employer

Games Team Member

Hersheypark[®] Games Team Members greet our guests at each location. This guest-facing, customer service position is responsible for answering guest questions, learning, retaining, and enforcing all department requirements while creating a friendly and welcoming environment for all of our guests. Whether it's a guest's first visit, a life-long member, or someone in-between, you have the opportunity to make a lasting memory for them. This position is great for anyone who enjoys interacting with a diverse group of individuals and who is upbeat and outgoing. You will leave here with a well-rounded set of skills that will help you in your future career endeavors.

Job Functions:

Games Team Members may be required to do all of the following tasks depending on the skill game or arcade assigned:

- Encourage guests to participate in playing games by advertising location to guests in a professional manner
- Explain and enforce game rules
- Award prizes to winners
- Assist guests with the exchange of points from Game Cards for prizes at the Redemption Centers
- Encourage guests to replay or suggest other locations of interest
- Keep a clean and safe work area
- Other job duties as assigned

Additional Qualifications:

- Must be friendly, upbeat, and work well with other employees and be able to interact with our guests in a fast paced environment
- Must be able to work independently majority of each shift and be self motivated to perform all aspects of the job at all times
- Must have reliable transportation to and from work for your scheduled shifts
- Must be able to speak, write, and understand English
- Must be able to prove strong cash handling/math abilities without using a calculator
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information

Working Conditions:

- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements include ability to stand (for up to five hours at a time), walk, bend, and reach (both above head as well as to ground level)

Hershey Entertainment and Resorts is an Equal Opportunity Employer

Ticketing and Admissions Agent (Guest Experience)

Do you enjoy planning and helping others? As a Ticketing and Admissions Agent, you will help guests determine what items and add-ons will make their day *Hersheypark Happy*[®]. Ticketing and Admissions Agents sell tickets, season passes, add-ons, and more, right outside our front gate in our new *Chocolatetown*[®] area. Throughout the day, Ticketing and Admissions Agents may sell items, assist guests with troubleshooting ticket issues, answer questions, scan guests into the Park at our front gate, help manage lines, and more!

This position will work at the following locations at *Hersheypark*: Ticketing, HPGO Plus, and Front Gate. This position is a high guest contact position and requires that candidates must be comfortable cash handling.

What you get to do:

This part-time seasonal position is responsible for providing our guests with exceptional guest service, following proper uniform and appearance standards, maintaining the cleanliness of your work environment, and completing specific job duties. Ticketing and Admissions Agents may be required to do one or all of the following tasks depending on the assigned job:

- Sell various Park admission ticket options, season passes, and add-on items
- Upsell Park programs and track inventory items
- Provide support and resolve guest inquiries
- Support Will Call distribution by filling and location item
- Process and mail advance ticket orders
- Adhere to operational standards for the Guest Experience Department

What it takes to succeed:

- Must be friendly, upbeat, work well with other employees and be able to interact with our guests
- Must have reliable transportation to and from work for your scheduled shifts
- Must be able to speak, write, and understand English
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines. Please note some departments may be more stringent on the appearance guidelines due to business needs.
- Must have the ability to safeguard confidential information

Working Conditions:

- Employees are subject to a variety of weather conditions, including but not limited to: heat, sun exposure, cold, and inclement weather. Depending on the assigned location, work can be almost exclusively outdoors.
- Physical requirements include finger dexterity, standing, sitting, walking, bending, reaching, and communicating
 - Sitting Occasional (<33%)
 - Standing Constant (>67%)
 - Walking Frequent (34-66%)

What can you gain from a position with the Guest Experience Department?

- Flexible scheduling

- Friendships and memories that will last a lifetime
- Opportunities for advancement
- Valuable transferable skills, such as:
 - Guest service techniques
 - Problem solving and thinking on your feet
 - Hands on experience with various technology
 - Time management and punctuality
 - Verbal and non-verbal communication

Hershey Entertainment and Resorts is an Equal Opportunity Employer

Lifeguard

Shallow Water Lifeguards ensure the safety of our guests at *The Boardwalk at Hersheypark*[®] while providing courteous, friendly, and professional assistance. Applicants do not need to be previously certified lifeguards to apply; training for the position will be conducted by the Hershey Entertainment Complex through Ellis and Associates' International Lifeguard Training Program. Shallow Water Lifeguards have the opportunity to be promoted to a Special Facilities Lifeguard, who will then be trained to guard greater depths of water (greater than five feet) and receive a higher pay rate, in their second year. This part time position is responsible for providing our guests with exceptional customer service, following proper uniform standards, maintaining cleanliness of work environment, and gaining knowledge of specific job duties.

Job Functions:

Shallow Water Lifeguards are required to do one or all of the following tasks depending on the assigned job:

- Overseeing and enforcing *The Boardwalk at Hersheypark* attraction rules and safety regulations
- Anticipating, recognizing, and responding to aquatic emergencies
- Monitoring equipment and supplies
- Maintaining work area and surrounding environment
- Lifeguards must maintain lifeguard and first aid skills at a "test ready" level at all times
- Participating in daily lifeguard in-service training
- Providing excellent customer service to the guests of *Hersheypark* by greeting guests and answering questions related to the attraction
- Comprehending written and verbal instructions, retaining information, and consistently enforcing all ride safety, Park, and departmental policies. This includes, but is not limited to, enforcing the attraction height requirements and following all safety procedures.
- Directing and assisting guests to and from ride areas
- Other job related duties as assigned

Additional Qualifications:

- Applicants must attend and complete the Ellis & Assoc. International Lifeguard Training Program provided and paid for by the Hershey Entertainment Complex
- Must be able to swim 50 yards using crawl (freestyle) or breaststroke without resting
- Must be able to safely exit pool without use of stairs, ladders, or zero depth
- Must be able to swim under five feet of water and retrieve a 10 lb. brick to the surface
- Ability to handle stressful working conditions, emergencies, and accept a high degree of accountability
- Must be in good physical condition
- Must have normal vision (20/25 or 20/25 corrected) and be free of permanent abnormalities of either eye
- Prior lifeguarding experience a plus, but not required
- Must be friendly, upbeat, and work well with other employees and be able to interact with our guests
- Must have reliable, steady transportation to and from work
- Must be able to speak, write, and understand English

- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts
- Must have the ability to safeguard confidential information

Working Conditions:

- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements include standing, bending, sitting, walking, and communicating
- Additional physical requirements include complete mobility and good physical conditioning, good hearing and vision, and ability to tolerate heat and sunlight
- Must be able to push, pull, and lift a minimum of 75 lbs.

Hershey Entertainment & Resorts is an Equal Opportunity Employer

**Candidates offered Rides/Lifeguard positions will be required to complete pre-employment drug testing.*

Retail Team Member

Hersheypark[®] Retail Team Members operate the retail stores within *Chocolatetown*[®] and *Hersheypark*. This guest-facing position is responsible for customer service, operating a register, stocking, and overall retail operations within a store. This position is great for anyone who enjoys interacting with a diverse group of individuals and who is upbeat and outgoing. Team Members play a key role in helping meet departmental goals and providing guests with the optimal shopping experience. You will leave here with a well-rounded set of skills that will help you in your future career endeavors.

Job Functions:

- Provide customer service to guests during their shopping experience
- Assist guests with any shopping needs they may have
- Sell merchandise to guests by entering transactions into register
- Hang or fold apparel by size and keep all styles fully stocked
- Stock hard goods, ensuring displays on sales floor are full
- Maintain cleanliness throughout the store
- Other job duties as assigned

Additional Qualifications:

- Must communicate and work well with other employees and be able to interact with our guests
- Must have reliable transportation to and from work for your scheduled shifts
- Must be able to speak, write, and understand English
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines. Please note some departments may be more stringent on the appearance guidelines due to business needs.
- Must have the ability to safeguard confidential information

Working Conditions:

- Must be able to work in combination of indoor and outdoor weather conditions
- Physical requirements include standing, sitting, walking, bending, pushing, pulling, lifting, and communicating

Hershey Entertainment and Resorts is an Equal Opportunity Employer

Security Officer

The Hershey Entertainment Venues Safety & Security Department is a key asset to our sweet destination – ensuring that guests and employees are safe, secure, and free to enjoy our many entertainment offerings and events. Join our team and help us keep it sweet! Additionally, our Safety & Security Department offers year round job opportunities working within all areas of our Hershey Entertainment Complex locations: *Hersheypark*[®], *ZooAmerica*[®], *Hersheypark*[®] Stadium, *Hersheypark*[®] Arena, *GIANT Center*SM and Hershey Theatre.

As part of the Security Team, you will be able to work a variety of events and work with great team members. We also offer flexible shifts to our Security Team Members! As a part-time Security Officer, you will be responsible for maintaining the safety and security of all guests, employees, and property of The Entertainment Complex. You will also be expected to provide our guests with exceptional customer service all while gaining knowledge specific to your job duties.

Job Functions:

- Providing exemplary service to guests and team members
- Perform and complete assigned tasks from management as needed
- Complete general security tasks
- Inspect bags to prevent the introduction of prohibited items into the venues
- Monitor all vehicles and employees entering and exiting Hershey Entertainment properties and venues according to department and company standard, to ensure all are authorized
- Check ID cards and control vehicle and pedestrian traffic flow
- Consistently practice safe work habits including, but not limited to, use of personal protective equipment, lifting, and reporting of unsafe situations
- Maintain a professional appearance that meets Hershey Entertainment and Resorts appearance standards
- Perform other duties as assigned

Additional Qualifications:

- Criminal justice/safety/security-related training and experience preferred
- Must be able to work with large crowds in a fast-paced environment
- Must be friendly, upbeat, and work well with other employees and be able to interact well with our guests
- Must have reliable transportation to and from work for your scheduled shifts
- Must be able to speak, write, and understand English
- Must be detailed oriented and have clear written and verbal communications skills
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information
- Must be able to successfully complete all legal, company, and department training requirements to include, but are not limited to, passing required tests and certifications within established timelines

Working Conditions:

- Must be able to work in combination of indoor and outdoor weather conditions
- Must be able to stand and walk unassisted for up to 8 hours

Hershey Entertainment & Resorts is an Equal Opportunity Employer

Entertainment Assistant (Entertainment Programming and Execution)

Ever wonder how *Hersheypark*[®] shows come together? Ever wonder how concerts and special events come together? Are you interested in theatre, dance, or music? The Entertainment Department is looking for outgoing, friendly individuals interested in working in and around theatre, dance, and music. We provide a unique opportunity to work around professionals through the industry during a fun-filled and event packed summer.

Job Functions:

- Welcome each guest into the venue in a friendly and enthusiastic manner
- Maintain a safe and clean environment for our guests by cleaning venues between shows
- Be an informed resource on Park information
- Assist guests to appropriate seating areas
- Sell add-ons as needed in the Aquatheatre
- Learn to operate sound, light and stage components in Park venues
- Maintain the record of accurate show counts for each show in Park venues
- Provide support to our Entertainment partners as needed
- Assist Event Managers and Assistant Managers as needed with concerts at *Hersheypark*[®] Stadium, Hershey Theatre, and *GIANT Center*SM. This could include setting up VIP Meet and Greets, running for the show, setting up chairs and equipment, and potentially working in the Box Office.

Additional Qualifications:

- Strong verbal communication skills
- Must be friendly, upbeat, and work well with other employees and be able to interact with our guests
- Must have reliable transportation to and from work for your scheduled shifts
- Must be comfortable speaking with guests, informing them of entertainment offerings, and helping create lasting memories for the guests
- Must be able to speak, write, and understand English
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines. Please note some departments may be more stringent on the appearance guidelines due to business needs.
- Must have the ability to safeguard confidential information

Working Conditions:

- Employees are subject to a variety of weather conditions, including but not limited to: heat, sun exposure, cold, and inclement weather. Depending on the assigned location, work can be almost exclusively outdoors.
- Physical requirements include finger dexterity, standing, sitting, walking, bending, reaching, and communicating
 - Sitting Occasional (<33%)
 - Standing Constant (>67%)
 - Walking Frequent (34-66%)

Hershey Entertainment and Resorts is an Equal Opportunity Employer