



Ride Operator (Attractions)

Attractions 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 Duties (Duties marked with an asterisk are essential functions of this job):

- Adhere to attraction standard operating procedures, operate attractions in a safe and efficient manner, and enforce attraction safety guidelines*
- Initiate positive guest interactions by maintaining a thorough working knowledge of *Hersheypark* guest programs including the Attraction Accessibility and Fast Track Pass programs
- Provide excellent customer service to the guests of the *Hersheypark* by greeting guests and answering questions related to the attraction*
- Direct guests to and from the ride area and assist in loading and unloading of rides, which can include assisting guests in or out of rides as needed*
- Physically check safety restraints to ensure they are in the correct and locked position*
- Provide safety speeches to guests by using a microphone*
- Perform other duties as assigned

Qualifications:

- Required to complete pre-employment drug testing

Knowledge, Skills, and Abilities:

- Must work well with other employees and be able to interact with guests in a fast-paced environment
- Complete basic math 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 effectively communicate verbally, including delivering safety instructions/directions, verbal cues, and speaking clearly into microphones and radios
- Must have the ability to effectively communicate nonverbally, including maintaining eye contact and giving/receiving safety hand signals
- Must have the ability to comprehend instructions (verbal, demonstrated, and/or written) and retain information

Job Demands:

- 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 the ability to stand (for up to five hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, reach above shoulder level, and the ability to push, pull, and lift up to thirty-five (35) pounds without assistance
- Must be comfortable with potential exposure to bodily fluids and other spills

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Lifeguard (Attractions)

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.

Job Duties (Duties marked with an asterisk are essential functions of this 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
- Maintaining 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*
- Adhere to attraction standard operating procedures, operate attractions in a safe and efficient manner, and enforce attraction safety guidelines*
- Directing and assisting guests to and from ride areas*
- Perform other duties as assigned

Qualifications:

- Post Employment - Applicants must attend and complete the Ellis & Assoc. International Lifeguard Training Program provided and paid for by the Hershey Entertainment Complex
- Required to complete pre-employment drug testing

Knowledge, Skills, and Abilities:

- Ability to handle stressful working conditions, emergencies, and accept a high degree of accountability
- Prior lifeguarding experience a plus, but not required
- Must be friendly, upbeat, work well with other employees, and be able to interact with guests in a fast-paced environment
- 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
- Must have the ability to comprehend instructions (verbal, demonstrated, and/or written) and retain information

Job Demands:

- 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 at the waist and knees and have repeated manual dexterity, reach above shoulder level and the ability to push, pull, and lift up to seventy-five (75) pounds without assistance
- Must have normal vision (20/25 or 20/25 corrected)
- Must be able to swim under five feet of water and retrieve a 10 lb. brick to the surface
- Must be able to swim 50 yards using crawl (freestyle) or breaststroke without resting
- Must be able to safely exit the pool without use of stairs, ladders, or zero-depth entry
- Must be comfortable with potential exposure to bodily fluids and other spills

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Foods Team Member

As a Foods Team Member, you will assist in a Food and Beverage capacity in a variety of locations within the *Hersheypark*® Entertainment Complex. The Foods Team Member is responsible for providing excellent customer service and preparing food for guests. 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 Duties (Duties marked with an asterisk are essential functions of this job):

- Greet guests and take Food & Beverage orders while communicating with other team members within the employee's scheduled location*
- Prepare and serve Food & Beverage items to guests*
- Ring in and properly tender orders into a register*
- Clean, sanitize, and sweep/mop work areas to include food contact surfaces, patio/condiment areas, and floors/walkways*
- Clean and maintain food prep areas in accordance with proper food safety guidelines
- Store and rotate stock and food items within assigned work locations *
- Perform opening and closing procedures related to the assigned Food & Beverage location as directed by shift supervisors *
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts and Food & Beverage guidelines
- Must be friendly, upbeat, work well with other employees, and be able to interact with guests
- Must be able to work independently and be self-motivated to perform all aspects of the job at all times

Job Demands:

- Physical requirements include the ability to stand for up to eight 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, and lift up to twenty (20) pounds without assistance
- 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.
- Must be able to withstand the temperatures of a kitchen/food stand environment
- Must be comfortable with exposure to cleaning chemicals
- Employee must provide proper footwear (all black, non-skid/non-slip sneakers)

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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.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Actively engage with guests to encourage them to participate in playing games by advertising the location in a professional manner
- Explain and enforce game rules*
- Award accurate prize level to winners and accurately scan out product*
- Assist guests with usage of the cashless Intercard game card system*
- 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
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, work well with other employees, and be able to interact with guests in a fast-paced environment
- Must be able to work independently and be self-motivated to perform all aspects of the job at all times
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines

Job Demands:

- 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 the 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 and lift up to thirty (30) pounds without assistance

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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.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Actively engage with guests in order to provide exceptional customer service to enhance 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
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, work well with other employees, and be able to interact with our guests
- 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

Job Demands:

- Must be able to work in a combination of indoor and outdoor weather conditions. Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements include the 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 and lift up to sixty (60) pounds without assistance

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Entertainment Supervisor (Entertainment Programming and Execution)

Lead a team of employees through fun events within Hersheypark for our Aquatheatre shows, Treatville, and Christmas in the Park.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Maintain a safe and clean environment for our guests by cleaning venues between shows *
- Be an informed resource on Park information *
- Record and audit show counts for each show *
- Learn operational standards for the Entertainment Department at Hersheypark *
- Assist with our character program by becoming a guide and ensuring guests make lasting memories *
- Run operations at the Aquatheater, including leading the team of Entertainment Ambassadors, running the sound board during the seal and sea lion show, handling the post-program Feed and/or Photo opportunity with the animals, and managing the VIP Experience for the Aquatheatre by gathering required signatures and waivers*
- Lead team during Treatville and Christmas in the park to assist with set up and operations*
- Partner with the Guest Experience department to resolve escalated guest situations*
- Perform other duties as assigned

Qualifications:

- Must have 6 months of relevant experience

Knowledge, Skills, and Abilities:

- Strong verbal communication skills
- Must work well with other employees and be able to interact with our guests
- Comfortable with high levels of guest interaction
- 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

Job Demands:

- 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 for at least 5 hours, lifting up to 30 lbs. unassisted, walking, bending, and reaching

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Security Officer (Safety and Security)

Security Officers are responsible for ensuring the safety of all guests and team members at the Hersheypark® Entertainment Complex venues, as well as providing assistance to ensure guests enjoy their time at our venues. Security Officers work year-round at all of our venues, including Hersheypark, ZooAmerica, GIANT Center, Hersheypark Stadium, and Hershey Theatre.

Job Functions:

- Monitor all vehicles and team members entering and exiting our venues to ensure all are authorized
- Conduct guest and team member entry screening to prevent prohibited items from entering the venue
- Be familiar with an assigned section of a venue in order to assist guests properly and efficiently
- Monitor guest behavior for compliance with event and venue policies
- Assist with post-event clean-up
- Provide a safe and friendly atmosphere to guests and team members
- Consistently practice safe work habits including, but not limited to, the use of personal protective equipment, lifting, and reporting of unsafe situations
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Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, and work well with other team members and be able to interact with guests
- Must be able to work independently and be self-motivated to perform all aspects of the job at all times
- Must be detail-oriented and have clear verbal and written communication skills
- Must have the ability to effectively communicate verbally, including delivering safety instructions/directions, verbal cues, and speaking clearly into microphones and radios
- Must be able to successfully complete all legal, company, and department training requirements
- Must have the ability to remain alert and vigilant at all times
- Must have the ability to handle stressful working conditions, and emergencies, and accept a high degree of accountability
- Must be comfortable working in a fast-paced environment
- Must display a positive attitude, an eagerness to learn, and a professional image in compliance with Hershey Entertainment & Resorts guidelines

Job Demands:

- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements would include the ability to stand and walk unassisted (for up to eight hours at a time), bend at the waist and knees and have repeated manual dexterity, the ability to push, pull, and reach above shoulder level, and lift up to fifty (50) pounds without assistance

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First Aid Attendant (Safety and Security)

First Aid Attendants are responsible for performing initial assessments of guests and team members visiting or working within the *Hersheypark*[®] Entertainment Complex who are requesting first aid assistance and coordinating appropriate care. First Aid Attendants will perform all duties under the supervision of the on-duty EMS Chief and/or Registered Nurse.

Job Functions:

- Prepare daily equipment, vehicles, and Emergency Medical Services (EMS) facilities under the supervision of the on-duty Deputy EMS Chiefs and/or EMS Chief
- Provide exemplary service to all guests and team members within the *Hersheypark*[®] Entertainment Complex
- Distribute and track basic first aid supplies such as bandages, ointments, and over-the-counter medications
- Completing an inspection of each first aid station on shift for cleanliness and readiness
- Clean and decontaminate vehicles and equipment and restock units as necessary to ensure proper readiness
- Communicate regularly with EMTs, EMS Chiefs, and Registered Nurses throughout the shift

Basic Qualifications:

- Must possess a valid driver's license
- Must obtain a valid Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Background Check, and Federal Criminal Background Check, as a condition of continued employment
- Must possess certification in CPR/First Aid/AED and Bloodborne Pathogens

Knowledge, Skills, and Abilities:

- Must be detail-oriented and have clear written communication skills
- Must be able to work independently and be self-motivated to perform all aspects of the job at all times
- Must have the ability to safeguard confidential information
- Must have the ability to effectively communicate verbally, including delivering safety instructions/directions, verbal cues, and speaking clearly into microphones and radios
- Must have the ability to remain alert and vigilant at all times
- 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 and ensuring all certifications remain up-to-date and active
- Must display a positive attitude, an eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines
- Ability to handle stressful working conditions, emergencies, and accept a high degree of accountability

Job Demands:

- Physical requirements would include ability to stand and walk unassisted (for up to eight hours at a time), bend at the waist and knees and have repeated manual dexterity, the ability to push, pull, and reach above shoulder level, and lifting up to fifty (50) pounds without assistance

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Ticketing and Admissions Agent (Guest Experience)

Ticketing and Admissions Agents sell tickets, season passes, add-ons, and more. 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.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Sell and redeem various Park admission ticket options, season passes, and add-on items
- Upsell Park programs, as well as prepare and track inventory items*
- Provide support and resolve guest inquiries and log guest feedback*
- Assist guests with the redemption of Park resolution items*
- Communicate and work with other departments effectively to ensure the best possible experience for our guests*
- Process and mail advance ticket orders*
- Assist in other areas of the Guest Experience Department as needed, including the Front Gate
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, work well with other employees, and be able to interact with our guests in a fast-paced environment.
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information
- Comfortable handling money, including making change, as well as completing cashless transactions

Job Demands:

- Regular inside work is required, but also includes outside work in various weather conditions including exposure to heat, cold, rain, snow, and other inclement weather
- Physical requirements include sitting for periods up to five (5) hours at a time, walking, bending, climbing stairs, and lifting up to twenty (20) pounds without assistance
- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers)

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Zoo Admissions Agent (Guest Experience)

As a *ZooAmerica* Admissions Agent, you will help with guest entry into the Zoo, both from our main entrance and our *Hersheypark* bridge entrance. Throughout the day, *ZooAmerica* Admissions Agents may sell tickets and season passes, assist guests with entering the Zoo, answer guest questions, and more.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Handle guest questions throughout the day about *ZooAmerica* and various Zoo animals*
- Sell various ticket programs and *ZooAmerica* Memberships through the use of the Galaxy ticketing system*
- Provide guests with handstamps entering from *Hersheypark* on the *ZooAmerica* Bridge and assist guests with re-entry to *Hersheypark**
- Provide guests with directions and resolve guest inquiries*
- Assist with *ZooAmerica* programming group check-in*
- Communicate and work with other departments effectively to ensure the best possible experience for our guests*
- Provide exceptional customer service by building rapport and making genuine connections with the guests over the telephone*
- Assist in other areas of the Guest Experience Department as needed
- Adhere to operational standards for the Guest Experience Department at *Hersheypark*
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must be friendly, upbeat, work well with other employees, and be able to interact with our guests in a fast-paced environment.
- 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
- Comfortable handling money, including making change

Job Demands:

- 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 for periods up to five (5) hours at a time, walking, bending, climbing stairs, and lifting up to twenty (20) pounds without assistance
- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers)

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Call Center Agent (Guest Experience)

Call Center Agents work in our call center, located in our *Chocolatetown* area. Throughout the day, Call Center Agents may help with item purchases, answer guest questions, assist with troubleshooting ticket issues, address concerns from a Park visit, and more.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Provide exceptional customer service by building rapport and making genuine connections with the guests over the telephone*
- Provide accurate information concerning the Hershey destination including *Hersheypark* attractions, *Hersheypark* tickets, and season pass programs*
- Sell various Park admission ticket options, season passes, and add-on items*
- Listen to guest concerns and provide an appropriate response*
- Accurately detail guest information and requests *
- Adhere to operational standards for the Guest Experience Department
- Assist in other areas of the Guest Experience Department as needed, including the Front Gate
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must have the ability to effectively communicate verbally including speaking clearly into telephones
- Must have strong conflict resolution/problem solving skills
- Must be detail oriented and have strong written communication skills
- Must be comfortable with the use of electronic equipment and digital ticketing software
- Must be proficient in the use of Google Workspace applications
- Must be friendly, upbeat, work well with other employees, and be able to interact with our guests in a fast-paced environment.
- 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

Job Demands:

- Physical requirements include sitting for periods up to five (5) hours at a time, walking, bending, climbing stairs, and lifting up to twenty (20) pounds without assistance
- Regular inside work is required, but also may also include outside work in various weather conditions including exposure to heat, cold, rain, snow, and other inclement weather
- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers, websites)

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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Guest Relations Agent (Guest Experience)

As a Guest Relations Agent, you will assist our guests with whatever they may need while visiting to help make their experience *Hersheypark Happy!* Guest Relations Agents may work at any of our four locations both inside and outside of the Park. Throughout the day, a Guest Relations Agent may sell tickets and add-ons, locate information and answer guest questions, assist guests with redeeming items, help guests register for Park programs, utilize de-escalation and conflict resolution skills, troubleshoot, problem-solve, and more.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Provide exceptional customer service by building rapport and making genuine connections with the guests*
- Sell various Park admission ticket options, season passes, and add-on items*
- Upsell Park programs and track inventory items*
- Listen to guest concerns and provide an appropriate response*
- Assist guests in enrollment in our Ride Accessibility Program*
- Assist at any Guest Experience Department position. Positions include Ticketing & Admissions, Arrival Attendant (Front Gate), and various support positions at *Hersheypark**
- Adhere to operational standards for the Guest Experience Department*
- Assist in other areas of the Guest Experience Department as needed, including the Front Gate
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must have the ability to effectively communicate verbally,
- Must have strong conflict-resolution/problem solving skills
- Must have strong written communication skills and be detailed oriented
- Must be friendly, upbeat, work well with other employees, and be able to interact with our guests in a fast-paced environment
- 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

Job Demands:

- Regular inside work is required, but also includes outside work in various weather conditions including exposure to heat, cold, rain, snow, and other inclement weather
- Physical requirements include sitting for periods up to five (5) hours at a time, walking, bending, climbing stairs, and lifting up to twenty (20) pounds without assistance
- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers)

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Cabana Concierge (Guest Experience)

The Cabana Concierge assists guests with our VIP Cabana experience at our water park, *The Boardwalk*SM. Cabana Concierges help set up and break down our Cabanas, check guests into their Cabanas, answer guest questions, and monitor the entrances and exits to our Cabana area, including the ones in the lazy river.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Check guests into Cabanas and facilitate an area tour*
- Sell and track Cabana rentals and various inventory items through a reservation system
- Prepare and track inventory
- Provide support and resolve guest inquiries*
- Assist Cabana guests at the private entrances to the lazy river including locating and positioning flotation tubes*
- Communicate and work with other departments effectively to ensure the best possible experience for our Cabana guests*
- Clean and reset Cabanas to ensure they are ready for daily use*
- Adhere to operational standards for the Guest Experience Department at *Hersheypark*[®]*
- Assist in other areas of the Guest Experience Department as needed, including the Front Gate
- Perform other duties as assigned

Knowledge, Skills, and Abilities:

- Must have the ability to effectively communicate verbally
- Must have strong conflict-resolution/problem-solving skills
- Must be friendly, and upbeat, work well with other employees, and be able to interact with our guests in a fast-paced environment.
- 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 complete and pass Attractions Safety Certification and Shallow Water training

Job Demands:

- 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 for periods up to five (5) hours at a time, walking, bending, climbing stairs, standing in 2-3 feet of water, and lifting up to twenty (20) pounds without assistance
- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers)

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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