

**Job Title:** 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.

**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 and as directed by shift supervisors \*
- Perform other duties as assigned

**Qualifications:**

- Must be 15 years of age or older on the date of applying

**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, and 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:**

- Must be able to work flexible hours including evenings, weekends, and holidays, in accordance with Child Labor Laws
- Physical requirements include 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 sneaker)

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

**Hershey Entertainment and Resorts is an Equal Opportunity Employer**

**Job Title:** Games Team Member

*Hersheypark*<sup>®</sup> 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 location in a professional manner
- Explain and enforce game rules
- Award prizes to winners and keep accurate counts of awarded prizes
- 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

**Qualifications:**

- Must be 15 years of age or older on the date of applying

**Knowledge, Skills, and Abilities:**

- Must be friendly, upbeat, and 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:**

- Must be able to work flexible hours including evenings, weekends, and holidays
- Must be able to work a minimum of 16 hours per week, May through August
- 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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**Title:** Retail Team Member

*Hersheypark*<sup>®</sup> Team Members operate the retail stores within *Chocolatetown*<sup>®</sup> and *Hersheypark*. This guest-facing position is responsible for customer service, operating a register, stocking, and overall retail operations within a store.

**Job Duties:**

- 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

**Job Requirements:**

- Must be 15 years of age or older on the date of applying

**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:**

- Ability to work a flexible schedule including, days, evenings, weekends, and holidays, in accordance with Child Labor Laws
- Must be able to work a minimum of 16 hours per week, Memorial Day through Labor Day
- 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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**Hershey Entertainment and Resorts is an Equal Opportunity Employer**

**Job Title:** Parking Lot Attendant

**Job Description:**

Parking Lot Attendants are responsible for directing traffic in and out of the parking areas of the Hersheypark® Entertainment Complex, as well as assisting with pedestrian control, setting up & removing traffic equipment and answering guest questions.

**Job Functions:**

- Direct traffic in and out of parking areas and keep flow orderly
- Set up and remove traffic equipment
- Monitor traffic posts and assist guests and team members in crosswalks
- Check passes and allow access to designated parking areas
- Provide a safe and friendly atmosphere to guests and team members
- Consistently practice safe work habits including, but not limited to, use of personal protective equipment, lifting and reporting of unsafe situations

**Basic Qualifications:**

- Must be at least 15 years of age on the date of applying

**Knowledge, Skills, and Abilities:**

- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines
- 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 comfortable working in a fast-paced environment
- Must be able to successfully complete all legal, company, and department training requirements

**Job Demands:**

- Must be able to work a flexible schedule including evenings, weekends and holidays in accordance with Child Labor Laws - Team members must work a minimum of eight (8) hours every two pay periods in order to stay an active employee
- 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 eight hours at a time), walk, 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 thirty (30) pounds without assistance

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**Job Title:** Sani-Sweeps Crew

This position is responsible for assisting in maintaining the cleanliness and appearance of public spaces throughout the Entertainment Complex.

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

- Pick up trash throughout *Hersheypark*<sup>®</sup>, *Hersheypark*<sup>®</sup> Stadium, and parking lots.\*
- Take trash to the compactor and washout the trash trucks at the end of a shift\*
- Maintain cleanliness and stocking of restrooms\*
- Clean up during and after events throughout the *Hersheypark*<sup>®</sup> Entertainment Complex\*
- Push water puddles in the Park\*
- Pan and broom throughout *Hersheypark*, parking lots, and *Hersheypark* Stadium\*
- Greet guests throughout *Hersheypark*
- Perform other duties as assigned

**Qualifications:**

- Must be 15 years or older on the date of applying

**Knowledge, Skills, and Abilities:**

- Must be friendly, upbeat, work well with other employees, and be able to interact with our guests
- Must be able to work in large crowds
- Must be capable of working in a team setting and independently
- 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.

**Job Demands:**

- Must be able to work flexible hours including evenings, weekends, and holidays, in accordance with Child Labor Laws
- 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 and walk for up to 4 hours, 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 exposure to cleaning chemicals and potential exposure to bodily fluids and other spills

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**Job Title:** Attractions Ambassador

**Summary of Job:** *Hersheypark*<sup>®</sup> Attractions Ambassadors greet guests at the start or midpoint of ride lines and check for appropriate height requirements at each attraction. This position is responsible for answering guest questions. Attractions Ambassadors will learn and enforce all departmental safety requirements. Once an employee turns 16 years of age, the employee may be eligible to assume the role of Ride Operator.

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

- Provide 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\*
- Initiate positive guest interactions by maintaining a thorough working knowledge of *Hersheypark* guest programs including the Attraction Accessibility and Fast Track Pass programs
- Direct and assist guests to and from ride areas
- Keep a safe and clean work area
- Perform other duties as assigned

**Qualifications:**

- Must be 15 years of age on the date of applying
- 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
- Must be able to work independently for the majority of each shift 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
- Must have the ability to comprehend instructions (verbal, demonstrated, and/or written) and retain information

**Job Demands:**

- Must be able to work flexible hours including evenings, weekends, and holidays
- 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, and bend at the waist

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**Job Title:** Lifeguard Age 15

**Summary of Job:** Shallow Water Lifeguards ensure the safety of our guests at *The Boardwalk*<sup>SM</sup> at *Hersheypark*<sup>®</sup> while providing courteous, friendly, and professional assistance.

**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:**

- Must be 15 years of age on the date of applying
- Required to complete pre-employment drug testing
- Post Employment - Applicants must attend and complete the Ellis & Assoc. International Lifeguard Training Program provided and paid for by the Hershey Entertainment Complex

**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:**

- Must be able to work flexible hours including evenings, weekends, and holidays
- Must be able to work three (3) days per week throughout our peak summer season (June-August)
- 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

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**Job Title:** Arrival Experience Attendant

The purpose of the Arrival Experience Attendant is to greet and welcome Guests to *Hersheypark*<sup>®</sup>, scan tickets and Season Passes, verify tickets and Season Passes for validity, answer guest questions, help manage lines, and stamp wrists at our Park exit.

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

- Enthusiastically welcome guests to *Hersheypark* and wish them a sweet trip home upon exit
- Direct and manage a high guest flow
- Responsibly record guest admissions, exits, and re-entries at *Hersheypark* main gates
- Provide guests with handstamps for re-entry
- Assist with area cleanliness
- Maintain knowledge of Park programs
- Utilize the Galaxy ticketing system to scan Park tickets and Season Passes and verify validity
- Adhere to operational standards for the Guest Experience Department at *Hersheypark*
- Perform other duties as assigned

**Qualifications:**

- Must be 15 years of age or older on the date of applying

**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 Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information
- Must have the ability to effectively communicate verbally,

**Job Demands:**

- Must be able to work flexible hours, including mornings, evenings, weekends and holidays, as well as maintain three (3) days of operational availability, Memorial Day - Labor Day
- This job requires the visual ability to perform detailed work at close distances (computer screens, tickets, printed papers)
- 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

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**Job Title:** Ticketing and Admissions Agent

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

**Qualifications:**

- Must be 15 years of age or older on the date of applying

**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:**

- Must be able to work flexible hours, including mornings, evenings, weekends and holidays, as well as maintain three (3) days of operational availability, Memorial Day - Labor Day
- 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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