



Part Time Guest Service Position

Part Time: 15 to 22 Hours a Week

Pay Rate: Pay Starts at \$16.00 an Hour

Looking for energetic, reliable, trustworthy people to join our Guest Services team. In this position, you will get to work with amazing people, tell the story of our exhibit, share ways to have fun and make memories with our guests, along with assisting with creating a positive guest experience. Persons accepted into this position will need to be able to work independently while also succeeding in a team environment. You will help with the opening and closing procedures, cleaning processes throughout the day in addition to greeting guests and running the Front of House. The uniform is all black clothing with additional costuming that will be provided.

Persons hired, will be expected to learn the story of the exhibit and the artwork in it. They will also need to understand and be able to confidently communicate who “we” are. The company will provide training and support, along with a supportive and strong leadership team.

This is a fun environment. The attendance does fluctuate so it is important that persons hired can maintain a professional appearance, attentive and ready to support fellow “Cast Members” as well as our Guests no matter the pace.

Responsibilities

- Welcoming Guests
- Guest Services (Answering Questions / Helping with Guest Experience)
- Selling Tickets and Merchandise
- Checking Guests Into the Exhibit
- Exhibiting & Communicating the Story and Brand
- Maintaining a Clean and Welcoming Environment

Necessary Skills

- Proficiency Using Technology and Apps
- Phone Answering
- Experience Preferred in Point of Sale Systems
- Experience Preferred in Guest Services
- Basic Cleaning Experience Preferred
- Willingness learn new skills on your own personal time

Exhibit and Operations Need To Know

- **Parent Company** - Blazen Illuminations is the Parent Company of Earth Illuminated and Distortions Monster World. All team members are employees of Blazen Illuminations LLC.
- **Earth Illuminated and Distortions Monster World** - All "Cast Members" are expected to work both Distortions Monster World and Earth Illuminated.
- **Sensitivity Warning** - The exhibits may be loud with flashing lights and other stimulating visuals. We encourage those that have a hard time with stimulating environments to come in and experience the exhibit on your own to determine if this will be a healthy environment for you to work.
- **Transportation** - All Cast Members are responsible to have a reliable means of transportation to arrive at work on time.
- **Parking** - Parking is not included in your employment. Parking around the exhibit can be expensive, so we strongly encourage our "Cast Members" to look into public transportation or apps that give discounted rates on parking, such as SpotHero.
- **Armed Guards** - Distortions Monster World and Earth Illuminated hire armed on site security to be on site during open hours, this is to ensure the safety of our "Cast Members" and guests within the space.
- **"On Time" Defined** - Cast members need to arrive early enough that they afford themselves time to get settled, use the restroom, change into costume so that they can be ready for work and in position to clock in "on time".
- **Time Off** - All time off requests are to be submitted to leadership a minimum of 3 weeks in advance. Shift swapping must be approved by leadership.
- **Advancement Opportunities** - The company will offer opportunities to advance once the Cast Member has proven proficiency for a reasonable period of time with the tasks they were originally hired to do.
- **Equal Opportunity Employer** - Blazen Illuminations LLC dba Distortions Monster World and Earth Illuminated, is an Equal Opportunity Employer
- **Age Information** - Cast Members under the age of 18 have legal limitations on the amount of hours they can work per week.

Available Hours & Shifts

Sunday - 2nd shift (2:30pm - 6:30pm)

Monday - 1st shift (11:30am - 3:30pm)

Monday - 2nd shift (3:30pm - 7:30pm)

Tuesday - 1st shift (11:30am - 3:30pm)

Tuesday - 2nd shift (3:30pm - 7:30pm)

Thursday - 1st shift (11:30am - 3:30pm)

Thursday - 2nd shift (3:30pm - 7:30pm)

Friday - 1st shift (9:30am - 2:30pm)

Saturday - 1st shift (9:30am - 2:30pm)

Saturday - 2nd shift (2:30pm - 7:30pm)

*We are hiring multiple people for these open shifts.