



Job Description

Tactical Gaming Lead

Battle House Laser Combat
28039 W Northpointe Pkwy, Unit 4
Lake Barrington, IL 60010
(815) 382-7191
www.battlehouselasercombat.com

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Position Overview

This position has overall responsibility for ensuring a safe and enjoyable gaming experience for our customers and to provide direction and supervision to the staff of Field Marshals. This position will provide the initial orientation to the equipment, facilities and structures, rules of engagement and required safety briefing. The position will ensure the required maintenance and update of the gaming equipment.

Responsibilities

Tactical Gaming

- Develop and implement effective policies and processes to ensure the efficient management of the gaming facility and armory.
- Provide orientation and safety briefings to customers prior to the start of each gaming session.
- Develop and maintain an appropriate level of knowledge on the use and maintenance of the gaming equipment.
- Ensure all customer participants understand and abide by the company gaming rules of engagement.
- Markets services and products to customers and potential customers.
- Keeps customers safe by following safety policies and procedures.
- Enhances company reputation by accepting ownership for high levels of customer service and positive interaction.
- Develops and maintains gaming equipment technical resources and trouble shooting guidelines by drafting, recommending, writing and updating changes to the Operations Manual.
- Maintain the inventory of gaming equipment including maintenance logs, communication with product manufacturers and suppliers.
- Performs quality work within established deadlines.
- Assists with cleaning of the facility and equipment.
- Other duties as assigned.

Supervisory

- Assist manager in the selection, orientation, training, mentoring and evaluation of employees.
- Supervise, motivate and give guidance to Field Marshal employees.
- Provide direct and confidential input and feedback to management for employee evaluations, personal performance, development and recognition opportunities.

Requirements

- Exceptional customer service
- Teamwork and ability to lead and motivate
- Strong people skills
- Ability to communicate effectively and manage large groups
- Technical ability to maintain and update equipment
- Ability to use company equipment, hardware, software and MS Office Products
- Selling to customer needs
- BASSET alcohol and food certification
- High energy level
- Dependability
- Verbal communication
- Job knowledge
- Adherence to dress code