

JOB TITLE

Pinchaser

ABOUT OUR BUSINESS

NEB's Fun World is a family entertainment centre (FEC) in the heart of north Oshawa. We offer a wide variety of indoor activities with 5 pin bowling and Go Kart racing being the most popular. Our facility also features a cafe, bar and lounge. The upbeat environment we create for customers also makes for an enjoyable workplace. If you excel at customer service, we have a spot waiting on the NEB's team!

JOB DESCRIPTION

As a Pinchaser, your primary responsibility will be the maintenance and operation of our Attractions: bowling, arcade, and rides. You will be working on a small team supervised by a Floor Manager. Your first 3 shifts will be spent "shadowing" an experienced employee. Introductory training will be focused on cleaning duties, bowling basics, and arcade redemption. You will be notified once ride training can begin, starting with our 1 ticket rides. Each ride has a written and practical testing component that must be passed. After 3-5 months, you will be fully capable of running every Attraction here at NEB's.

Maintenance Duties:

trash disposal, clean surfaces (wipe, scrub, rinse), clean floors (sweep, mop, vacuum), safely clear spills, improve aesthetics (remove gum, scuffs, stains), clean bathrooms & lounge before closing, weed, shovel

Bowling Duties:

spray & return shoes after use, shoe appearance (unknot laces, remove scuffs), shoe rack organization, refill ball racks & returns, assist customers with automatic scoring (add, delete, correct, reset), monitor bowling & enforce safety rules, fix equipment-related issues (string tangles, ball jams, ghost balls)

Arcade Duties:

educate customers on our Fun Card system, check card balance & redeem for prizes, redemption counter & display shelves (stock, clean, organize), clean arcade (room itself, games, kiosks)

Rides: operate each of our 8 rides in a safe & responsible manner

Bumper Cars, Himalaya, Spare Time Express, Skylight Screamer, Air Tag, Mini Jet, Go-Karts, Rock Wall

QUALIFICATIONS

We are only interested in meeting candidates that understand the importance of great customer service and have the ability to deliver it on a consistent basis. Strong communication skills, both verbal and audial, are required. All interaction with the public must be polite and helpful: maintain eye contact, never argue or yell, and remember to smile!

Personality: friendly, outgoing, cooperative, reliable, observant, energetic, ambitious, willingness to learn

Other Requirements: punctual, presentable, basic math, moderate physical strength, WHMIS an asset

CONDITIONS OF EMPLOYMENT

- Must be at least 16 years of age (plus mature enough to handle both school & work commitments)
- Willing & able to work weekend shifts (anticipate 1 shift per week on a Saturday or Sunday)
- Purchase a NEB's work shirt (\$15.00) at orientation & keep it in good condition
- Complete a take-home **WHMIS** test & submit it at orientation (minimum score of 80% to pass)
- Complete a take-home **Accessible Customer Service** test & submit it at orientation
- Complete online **Worker Health and Safety Awareness** training & submit certificate at orientation
- Pass written & practical testing for all of our Attractions (bowling, arcade, rides) when eligible

Note: employees can play our arcade games on personal time but cannot redeem tickets

Probation:

a 90-day trial period begins on the date of orientation and determines your suitability for this job