



FLIP OUT AUSTRALIA
Position Descriptions

Arena Attendant

The Arena Attendants role is to positively and enthusiastically enforce all Flip Out Safety Rules. This ensures that customers time at Flip Out is safe, enjoyable and that they come back for more.

Position Requirements

- A First Aid Certificate from a Nationally Recognised Training Provider.
 - All employees must hold a First Aid certificate by the end of 2019.
 - All new employees must hold a First Aid certificate prior to employment beginning.
- A current 'Working with Vulnerable Peoples Check' or state equivalent, if the employee is over 16 years of age.
- An enthusiastic and outgoing attitude toward customers.
- Appropriate athlete ability to stand and continuously move for long periods of time.
- Personable and strong communication skills.
- The ability to work well in a team.
- The maturity to understand the importance of customer safety and their role in ensuring it.

Arena Attendants Must

- Ensure that all participants are following the Flip Out Safety Rules.
- To inform Squad Leaders if participants repeatedly fail to follow the Flip Out Safety Rules.
- Ensure all participants are jumping during their allocated time.
- Continue to move around their designated area, scanning for potential hazards constantly and adjust padding if necessary.
- Report any safety issues as soon as they are identified.
- Enhance the customer experience by providing genuine and charismatic service.

Arena Attendants Must NOT:

- Coach people on how to skills, tricks or moves.
- Demonstrate or practise skills, tricks or moves while on shift. This can be done after the shift, out of uniform.
- Allow participants to continue to jump if they do not follow the Flip Out Safety Rules.
- Stand around or ignore participants.
- Allow participants to carry food or drink onto the equipment
- Leave hands in pockets

Foam Pit Attendant

The Foam Pit Attendant is one of the most critical safety staff that are employed at Flip Out arenas. Foam Pit Attendants are in charge of ensuring that participants are always following Flip Out Safety Rules and the specific Foam Pit only rules.

Position Requirements

- A First Aid Certificate from a Nationally Recognised Training Provider.
 - All employees must hold a First Aid certificate by the end of 2019.
 - All new employees must hold a First Aid certificate prior to employment beginning.
- A current 'Working with Vulnerable Peoples Check' or state equivalent.
- The ability to effectively instruct participants and to ensure they are following the Flip Out Safety Rules.
- Must be over 17 years of age.
- An enthusiastic and outgoing attitude toward customers.
- Appropriate athlete ability to stand and continuously move for long periods of time.
- Personable and strong communication skills.
- The ability to work well in a team.
- The maturity to understand the importance of customer safety and their role in ensuring it.

Foam Pit Attendants Must:

- Constantly remind participants of the Flip Out Safety Rules and the Foam Pit specific rules.
- Address any breaks of Safety Rules immediately and ensure that participants understand that they are not permitted to break rules again.
- Use hand signals when directing people towards the foam pit.
- Ensure participants are only entering the Foam Pit from the trampoline.

Foam Pit Attendants Must NOT:

- Leave their post without closing the Foam Pit first.
- Sit down while working.
- Allow people to break rules; or refuse to use Hand Signals.
- Allow people to land head first into the Foam Pit.
- Allow participants to carry food or drink onto the equipment
- Leave hands in pockets

Customer Service Attendant

Customer service and reception staff are responsible for creating a positive first impression at Flip Out. Staff are expected to be engaged, interested and helpful in servicing all customer requests.

Position Requirements:

- A First Aid Certificate from a Nationally Recognised Training Provider.
 - All employees must hold a First Aid certificate by the end of 2019.
 - All new employees must hold a First Aid certificate prior to employment beginning.
- A current 'Working with Vulnerable Peoples Check' or state equivalent, if the employee is over 16 years of age.
- An enthusiastic and outgoing attitude toward customers.
- The ability to work well under pressure stress and respond to customers.
- Cash handling experience.
- The ability to serve multiple customers with a happy disposition.
- The ability to work as part of a team and meet customer service standards.

Customer Service Attendants Must:

- Ensure that all participants have signed a waiver prior to being given a wristbands.
 - Ensure participants under the age of 18 have had a parent or guardian sign their waiver
 - Ensure that the correct wavier is attached to the booking in Roller
 - Where there are multiple names, check the date of birth of the participant
- Inform customers of the safety rules by explaining the Safety Briefing.
- Build a genuine relationship with customers by asking questions about themselves, their children and their visit.

Customer Service Attendants Must NOT:

- Argue with, become defensive with or show indifference to customers.
 - If an issue with a customer cannot be resolved, Customer Service Attendants should refer the issue to the Squad Leader on duty.
- Give false or misleading information.
- Swap money between registers or remove money from registers without seeking approval from the Squad Leader.
- Let anyone jump without a correctly completed waiver
- Leave cash registers open unnecessarily

Café Service Attendant

Café Service Attendants run the café, making coffees, fulfilling customer orders and ensuring that the food and drink provided to customers is of the highest standard.

Position Requirements:

- A First Aid Certificate from a Nationally Recognised Training Provider.
 - All employees must hold a First Aid certificate by the end of 2019.
 - All new employees must hold a First Aid certificate prior to employment beginning.
- A current 'Working with Vulnerable Peoples Check' or state equivalent, if the employee is over 16 years of age.
- Experience making coffee is preferred.
- An enthusiastic and outgoing attitude toward customers.
- The ability to work well under pressure stress and respond to customers.
- Cash handling experience.
- The ability to serve multiple customers with a happy disposition.
- The ability to work in a team to meet customer service standards.

Café Service Attendants Must:

- Interact positively with customers to build a genuine relationship
- Deal with customers appropriately.
- Fulfil orders as quickly as is possible, and inform customers of wait times if need be.
- Strive to deliver the best service possible.
- Ensure stock is kept ample and well presented.
- Ensure the café area is clean and tidy and compliant with food safety standards.

Café Service Attendants Must NOT:

- Argue with, become defensive with or show indifference to customers.
 - If an issue with a customer cannot be resolved, Cafe Service Attendants should refer the issue to the Squad Leader on duty.
- Leave any area of the café untidy or poorly presented
- Give false or misleading information.
- Swap money between registers or remove money from registers without seeking approval from the Squad Leader.
- Leave cash registers open unnecessarily.
- Leave any rubbish or mess around.

Squad Leader

The Squad Leader is the manager on duty or shift supervisor. They are in charge of all operations across the arena for the duration of their shift. A number of tasks may need to be completed which may include delegating jobs, managing staff breaks, responding to emails and ensuring customer satisfaction.

Position Requirements:

- A First Aid Certificate from a Nationally Recognised Training Provider.
 - All employees must hold a First Aid certificate by the end of 2019.
 - All new employees must hold a First Aid certificate prior to employment beginning.
- A current 'Working with Vulnerable Peoples Check' or state equivalent.
- Must be over 18 years of age.
- The ability to lead a team effectively in high stress environments.
- Good communication skills.
- Cash handling and basic cash flow knowledge.
- Knowledge of email, excel, word and demonstrated technological literacy.
- The ability to appropriately respond to customer needs, issues and complaints.
- Knowledge of every facet of the business
- The ability to cope under pressure

Squad Leaders are Expected to:

- Ensure staff are successfully completing their designated role.
- Ensure all safety procedures are being followed.
- Complete all safety checks as required on their shift.
- Ensure that staff are taking their allocated breaks.
- Undertake all admin tasks delegated to them.
- Drive sales, by successfully answering phone calls.
- Ensure that all customers enjoy their experience at Flip Out.
- Deal with serious injuries in a calm, controlled manner.
- Follow all procedures as described in the Operations Manual

Squad Leaders Must Not:

- Argue with, become defensive with or show indifference to customers.
- Force other squad members to do tasks that the Squad Leader doesn't want to do.

Arena Manager

Arena Managers are responsible for all sales, staff and operations in their arena. As the chief representative of the Flip Out Arena, they are required to be well-spoken and presentable at all times. Managers must be able to perform in all aspects of the business; marketing, sales, administration, management, safety checks and budgeting. This position requires a strong sense of responsibility and the ability to lead effectively.

Position Requirements:

- A First Aid Certificate from a Nationally Recognised Training Provider.
 - All employees must hold a First Aid certificate by the end of 2019.
 - All new employees must hold a First Aid certificate prior to employment beginning.
- A current 'Working with Venerable Peoples Check' or state equivalent.
- Must be over 18 years of age.
- The ability to hire, train and lead a team effectively.
- Technologically literate and able to successfully utilise tools such as the Intranet or Roller.
- A business profit-driven mind.
- Excellent communication skills, a personable and enthusiastic personality.
- A drive to build and develop the business and to perform consistently.
- An understanding of food safety requirements
- A proven sales background

Arena Managers are Expected to:

- Hire, train and lead staff effectively and appropriately.
- Follow all procedures as laid out in the Operations Manual.
- Ensure all safety procedures are being followed.
- Take all directions from Franchisees and Head Office onboard.
- Drive sales and performance, both in person and in the team.
- Attend all trainings prescribed by the Franchisee or Head Office and disseminate this information with staff.
- Take responsibility for all actions in the arena.

Arena Managers Must Not:

- Assume the arena will perform without hard work and a constant strive for improvement.
- Pass on the blame for actions that occur in the arena