



# VIRGINIA BEACH FIELD HOUSE

## Job Description

<b>Job Title</b>	Party Host
<b>Department</b>	Youth Programming
<b>Location</b>	Virginia Beach, VA
<b>Reports to</b>	Party Coordinator & Youth Program Director
<b>Approved By</b>	Eastern Sports Management
<b>Approval Date</b>	01/01/2018

Level	Type of position:	Travel	Amount Required:
	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary		<input checked="" type="checkbox"/> None <input type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more
Classification	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		

### JOB DESCRIPTION

The Party Host is responsible for safety and guest satisfaction during parties. This part-time position reports directly to the Party Coordinator and Youth Program Director.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Requires strong communication skills, both verbal and written
- Must have leadership capability
- Must have excellent guest service skills
- Must be detail-oriented and have outstanding organizational skills
- Must have strong time-management skills
- Ability to multi-task and prioritize
- Must demonstrate the desire to work with kids
- Must be able to work and communicate effectively with kids and their parents
- Must supervise participants and ensure the playing/performance area is safe for all participants
- Must be able to work irregular shifts to include, nights, weekends, and holidays as needed
- Knowledge of & respect for Virginia Beach Field House Mission
- Knowledge of the rules and regulations of VBFH, including its Personnel Handbook, and abide by them
- Perform other duties and responsibilities as needed, required, or assigned by the Party Coordinator, Youth Program Director and/or the General Manager

#### Party Host Tasks

- Prepare party room and lanes/gym/courts prior to the start of party with all necessary supplies (i.e. -sports equipment, plates, napkins, etc.)
- Ensure party has been paid in full prior to the start of party
- Communicate with the kitchen regarding food orders
- Communicate effectively with parents regarding activities, as well as any preferred changes
- Assist and communicate with fellow Youth Programming Staff
- Lead activities while maintaining high energy, focus and attention of participants

- Ensure the participants are actively engaged and are having fun
- Deliver and serve food and beverages
- Clean party room and playing surfaces in a timely manner

#### Customer Service

- In order to provide the best possible guest service, party hosts will take time with parents and orient them to the facility and their party areas
- Party Hosts are expected to have detailed knowledge of the facility and programs offerings
- Party Hosts will be responsible with distributing hand-outs and information updates to their guests

#### Supervision

- Party Hosts are directly supervised by the Party Coordinator
- Party Hosts are indirectly supervised by the Youth Program Director, General Manager and Manager on Duty

### **SUPERVISORY RESPONSIBILITIES**

- This job has no supervisory responsibilities

### **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

- Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- Problem Solving - Identifies and resolves problems in a timely manner; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Communications - Expresses ideas and thoughts verbally; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Managing Customer Focus - Promotes customer focus; monitors customer satisfaction.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; able to read and interpret written information.
- Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Cost Consciousness - Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support - Follows policies and procedures; supports organization's goals and values; supports affirmative action and respects diversity.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Consultative Selling - Qualifies potential customers; builds rapport and establishes trust; asks questions to discover client business needs; presents solutions that meet customer objectives.
- Achievement Focus – Demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities.

- Personal Appearance - Dresses appropriately for position; keeps self well groomed.
- Sales Skills - Initiates new contacts; maintains customer satisfaction; maintains records and promptly submits information.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work.
- Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; organizes or schedules other people and their tasks.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Focus - Ability to maintain attention in a high-volume, fast-paced environment.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** No prior experience or training.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:** Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** Upon hire and training, the individual must be able to successfully utilize the Virginia Beach Field House Timeclock software.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear.
- The employee is occasionally required to climb or balance and taste or smell.
- The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move more than 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is occasionally exposed to toxic or caustic chemicals; outdoor weather conditions and risk of electrical shock.
- The noise level in the work environment is usually loud.

I, \_\_\_\_\_ (Employee's Name), hereby certify that I understand and agree to abide by the terms and conditions of my employment set forth in this VBFH Party Host Job Description.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Party Coordinator (Print Name)

\_\_\_\_\_  
Party Coordinator Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources (Print Name)

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date