

EPPC Albania on behalf of its client, a leading Entertainment Center, is currently recruiting a **Crew Member**.

Major responsibilities:

- Provide an exceptional customer experience every time by delivering a positive, fun and energetic service to our customers;
- Get actively involved in the customer experience, encouraging new comers to try different activities;
- Be the main point of contact for customers on the activity floor in relation to queries;
- Act fast and act responsibly at all times by supervising activities on the floor as per company regulations and procedures ensuring customer safety;
- Ensure safety standards with regards to equipment are met at all times;
- Identify and report any maintenance issues in relation to equipment on the activity floor;
- Communicate clearly with all staff and patrons in the venue, with good knowledge of our rules and our role in supporting their experience;
- Participate and take leadership with training sessions that will boost the knowledge of the team and their performance;
- Share your knowledge and your ideas with your team mates to support the development of our team;
- Assist your team leaders to maintain the high standards of the venue on a daily basis;
- Develop your role to keep up with the latest trends of the business.

Requirements for this position are:

- Experience in a similar environment including working with children;
- Experience in adventure activities, i.e. rock climbing, abseiling, trampolining.
- Strong customer service ethic;
- Excellent verbal communication skills;
- Ability to work independently and as part of a team;
- Previous face to face customer service experience.

How to apply:

To apply for this opportunity, please fill your application at:

<https://aplikim.eppc.al>

You will be contacted only if your CV will be qualified.