

Assistant Manager Job Description

Reports to: Manager of Carter's Play Place

Purpose: The Assistant Manager carries out administrative and programmatic duties as an extension of the Manager's work, including providing on-site leadership in the absence of the Manager. The Assistant Manager has specific responsibility for inventory.

Responsibilities

Staffing

- Partner with Manager on the hiring of Play Specialists. Is the primary person providing supervision and coaching of Play Specialists.
- Assist the Manager with creating the work schedule for staff.
- Substitute for the Manager and Play Specialists when needed.
- Maintain a safe, secure and healthy workplace by following and enforcing policies and procedures.
- Assist the Manager with developing and delivering staff training.

Operations

- Work closely with the Manager and Play Specialists to ensure day to day business operations are run efficiently.
- Ensure opening and closing checklists are being completed
- Conduct daily safety checks per established policies and procedures or assign another team member the responsibility and assure its completion.
- Ensure adherence to safety policies and procedures for use of equipment and play.
- Ensure adequate supply inventory (office, cleaning, kitchen, parties, food and drink, etc.), sourcing and ordering supplies as necessary.
- Ensure completion of daily and weekly cleaning activities assigned to Assistant Manager or Play Specialists.
- Execute policies and procedures for ticket purchases and other transactions, waiver completion, cash management, and recordkeeping. Ensure same of Play Specialists.

Customer Experience

- Coach Play Specialists on how to fulfill customer experience standards.
- Model how to foster superior customer experiences through direct work with children and caregivers on the play floor and at the front desk.

Other

- Provides input and recommendations for marketing and promotion
- Assist with promotional activities as requested
- Any other duties requested by Carter's Play Place

To accomplish this work, the Assistant Manager will spend approximately 80% of their time directly supporting operations (on the floor and at the front desk) and 20% of their time with behind-the-scenes management.

Success Indicators

The Assistant Manager's performance will be evaluated based on the following success indicators:

- Timely and quality completion of assigned responsibilities
- Positive ratings from event organizers
- Conducts oneself in a way that demonstrates Social Role Valorization and Carters' values

Qualifications

- Minimum high school diploma or certificate of equivalency required
- Minimum one (1) year of experience of customer service preferred, management experience a plus
- Meets all company mandated requirements. Including:
 - CPR/First Aid/Blood Borne Pathogens Certifications
 - Criminal Background Check
- Provides and cooperates with Carter's Play Place in obtaining all documentation required
- Able to develop and maintain positive working relationships with customers, families, and coworkers
- Display maturity and sound judgment to work with materials of a confidential nature
- Kind, compassionate and caring nature
- Excellent verbal and writing skills
- Strong organizational and time management skills
- Positive attitude

Physical Requirements

The employee must:

- A. Regularly:
 - 1. Speak;
 - 2. Hear (both in person and using a telephone);
 - 3. Sit;
 - 4. Use hands to manipulate, handle or feel;
 - 5. Reach with hands and arms and
 - 6. Lift and/or move up to five (5) pounds.
- B. Frequently:
 - 1. Stand, walk, stoop or kneel and
 - 2. Lift and/or move up to ten (10) pounds.
- C. Occasionally:
 - 1. Climb and/or straddle and
 - 2. Lift and/or move up to twenty (20) pounds.

While performing the duties of this job, the employee is regularly exposed to an office environment in which the noise level is usually low to moderate. The employee is occasionally exposed to outside weather conditions.

Employee Signature

Date

Supervisor Signature

Date