

Play Specialist Job Description

Reports to: Manager and Assistant Manager of Carter's Play Place

Purpose: Play Specialists greet and support customers, and facilitate safe and creative play, maximizing the enjoyment and value found when visiting Carter's Play Place.

Responsibilities

Customer Experience

- Greet customers, coworkers, and vendors warmly and pleasantly via in person, the telephone or electronically
- Facilitate the safe and creative use of equipment and materials for children of all abilities by working directly with the children and their caregivers.
- Answer customer questions in a timely and accurate manner
- Accept and process customer payments
- Issue receipts, refunds, credits and change due per policies
- Ensure all customer waivers are completed and filed correctly
- Maintain customer records accurately
- Ensure customers have a positive and memorable experience at Carter's Play Place through direct work with children and caregivers.

Operations

- Maintains a safe play area by following and enforcing policies and procedures
- Complete opening and closing checklists
- Conduct daily safety checks as assigned.
- Keep play, counter and party areas clean and organized
- Complete daily and weekly cleaning responsibilities.
- Any other duties requested by Carter's Play Place

To accomplish this work, a Play Specialist will spend approximately 100% of their time directly supporting operations (on the floor and at the front desk).

Success Indicators

A Play Specialist's performance will be evaluated based on the following success indicators:

- Timely and quality performance of assigned responsibilities
- Positive feedback from customers
- 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
- 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
- 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