

SQUAD INSTRUCTOR JOB DESCRIPTION

Job Objective

The Squad Instructor oversees tactical laser tag games, ensuring safe, exciting, and well-executed experiences for all players. This role is responsible for managing game activities, enforcing safety rules, monitoring player interactions, and supporting arena operations to deliver high-quality entertainment that enhances customer satisfaction and encourages repeat visits.

Main Responsibilities

- Deliver pre-game briefings on rules, objectives, and safety protocols.
- Monitor games to enforce safety and fair play, addressing unsafe or disruptive behavior.
- Set up and reset laser tag equipment (e.g., sensors, phasers, harnesses) between sessions.
- Troubleshoot minor equipment issues, escalating complex problems to the Arena Manager.
- Respond to player incidents or emergencies, applying first aid if needed.
- Engage players to enhance their experience and gather feedback to suggest game improvements, such as rule tweaks or arena layout changes.
- Coordinate with Admissions Coordinator(s) to align check-ins with game schedules.
- Support special events or group bookings with tailored game setups.
- Assist with training new Squad Instructor staff under the direction of the Admissions Coordinator Manager.
- Maintain a clean, safe arena, reporting maintenance needs.

Requirements

- 16+ years old
- Strong communication skills to instruct and engage players.
- Ability to enforce rules tactfully and ensure safety.
- Excellent customer service skills to create positive player experiences.
- First aid certification encouraged, but not essential.
- High energy and passion for customer satisfaction.
- Physical stamina for active arena work.
- Flexible schedule (evenings, weekends, holidays).
- Team player in a fast-paced environment.
- Laser tag knowledge a plus but not required.