

ENTRY OPS SPECIALIST JOB DESCRIPTION

Job Objective

The Entry Ops Specialist manages player check-ins, bookings, and customer service to ensure a smooth and welcoming experience for Texas Laser Combat's tactical laser tag players. This role focuses on processing reservations, delivering game information, and resolving inquiries to enhance customer satisfaction and support operational efficiency.

Main Responsibilities

- Handle reservations and walk-ins, ensuring accurate scheduling and timely check-ins.
- Process payments and issue laser tag gear (e.g., wristbands, upgrades) to players.
- Provide game information and deliver safety briefings to prepare players for sessions.
- Resolve customer inquiries and issues promptly, maintaining a positive and professional demeanor.
- Coordinate with the Field Marshal(s) to align check-in processes with game schedules and arena operations.
- Support special events and parties (e.g., birthdays, corporate bookings) by managing registrations and group check-ins.
- Maintain accurate records of bookings, payments, and customer interactions using booking systems.
- Engage players post-game to gather feedback and encourage repeat visits or parties.
- Assist with training new Admissions staff under the direction of the Entry Ops Specialist Manager.
- Keep the check-in area clean, organized, and welcoming for players.

Requirements

- 16+ years old
- Excellent customer service skills to create positive player experiences.
- Strong organizational skills and attention to detail for managing bookings and payments.
- Basic computer literacy for using booking systems and processing transactions.
- Ability to multitask in a fast-paced, customer-facing environment.
- First aid certification encouraged, but not essential.
- Flexible schedule, including evenings, weekends, and holidays to cover peak times.
- High energy and enthusiasm for recreational activities and customer engagement.
- Team player with strong communication skills to coordinate with staff and assist players.
- Knowledge of tactical laser tag is a plus, but not required.