

# SQUAD OPERATIONS DIRECTOR JOB DESCRIPTION

## Job Objective

The Squad Operations Director oversees the tactical laser tag arena's operations, ensuring safe, engaging, and high-quality game experiences for all players. This role is responsible for managing game flow, maintaining equipment, enforcing safety protocols, and leading arena staff to deliver exceptional customer experiences that align with Texas Laser Combat's standards.

## Main Responsibilities

- Oversee daily arena operations, including game setup, player briefings, and session transitions to ensure smooth and timely game flow.
- Conduct safety briefings and enforce arena rules to protect players and maintain a secure environment. Inspect, maintain, and troubleshoot laser tag equipment (e.g., harnesses, laser guns, sensors) to ensure functionality and minimize downtime.
- Lead, train, and schedule arena staff (e.g., Squad Instructors) to deliver consistent game quality and customer service.
- Coordinate with the Entry Ops Director to align game schedules with bookings and check-in processes.
- Collaborate with the Sales Director to accommodate special events, corporate bookings, or large groups, ensuring tailored game experiences.
- Monitor player interactions during games, addressing conflicts or unsafe behavior promptly to maintain a positive atmosphere.
- Respond to emergencies or incidents in the arena (e.g., injuries, equipment failures), applying first aid if needed and reporting issues to owners.
- Gather player feedback post-game to identify areas for improvement in arena operations or game design.
- Maintain a clean, organized, and visually appealing arena environment, performing minor repairs or escalating maintenance needs as required.

## Requirements

- 18+ years old.
- Experience in a supervisory or operational role, preferably in entertainment, recreation, or event-based environments.
- Strong leadership and communication skills to manage staff and engage with players of all ages.
- Knowledge of safety protocols and ability to enforce rules firmly, yet tactfully.
- Basic technical aptitude for troubleshooting and maintaining equipment (e.g., laser tag gear).
- First aid and **CPR certification** (preferred, or willingness to obtain within 3 months of hire) to support emergency response.
- Organized and detail-oriented, with the ability to multitask in a fast-paced environment.
- Flexible schedule, including availability for evenings, weekends, and holidays to cover peak game times.

\*Responsibilities are not limited to the above listed items.

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- Physical stamina to stand, move, and work in an active arena setting for extended periods.
- Passion for recreational activities and customer satisfaction; knowledge of tactical laser tag is a plus, but not required.
- Basic computer literacy for scheduling, reporting, or equipment management systems.