

Title: Track Marshall

Reports To: Track Operations Manager

Experience Required: 1+ years of Customer Service

Short Description: Track Monitor

Required Skills: Hardworking, Communication, Organization, Dedication, and Follow-through

Are you a talented and diverse customer oriented individual who is ready to become an integral part of our team? We are a start-up company and this opportunity will need your full involvement as we prepare our company for growth.

The Track Team is responsible for ensuring the delivery of the complete customer experience. This key team member is a role model, leader, sales representative, problem solver, an informed decision maker, and able to assist in the management of this critical department in order to maintain Unser Karting's high standards.

Job Summary

As a member of Track Crew, you are an essential part of the team, which is directly responsible for handling the race experience and providing excellent customer service. Your first duty will be to help us build and open the operation (this means getting down and dirty).

On going duties include, but are not limited to:

Providing general information to customers.

Assisting customers with the race process.

Providing customers with race tips.

Assisting customers with race gear.

Keeping races running safely and efficiently.

Keeping the building (when we get one) and track clean.

Keeping karts clean and filled with gas.

Training new team members.

Assisting Manager on Duty.

Track team members will have constant interaction with a variety of customers, from first time drivers to experienced enthusiasts, and must be able to display a professional positive attitude at all times. Track team members must also be able to adapt to settings that will range from walk in customers to groups of executives in a corporate setting; helping all feel comfortable and welcome.

Job Type: Part-time

Salary: \$10.00 /hour

Required education:

- High school or equivalent

Required experience:

- Customer Service: 1 year