



Location: Denver, Colorado  
Title: Customer Service Representative  
Reports To: Operations Manager  
Experience Required: 1+ years  
Short Description: Customer Service Team Member  
Required Skills: Sales Experience, Communication, Organization, Dedication, and Follow-through

### **Company Overview**

We believe in having fun and we've created a unique and successful experiential entertainment business around that core philosophy. Unser Karting & Events takes that fun, mixes in excitement, adrenaline, friendly competition, and a great place to socialize to create an unmatched entertainment oasis for both corporations and friends and family to enjoy. We have multiple business units – rental kart operations, corporate event and conferences, bar and restaurant, performance racing team and shop, and sports and training operations.

The opportunity to join our Unser Karting Team has come. We are currently looking to fill a part time customer service position.

Our Customer Service Team is an essential and critical component to our overall mission of delivering a world-class experience. As a member of this team, you will be directly responsible for setting the stage for each customer that walks through our door. Here's what some of your job duties will be:

**Communicating general information to prospective and returning customers** – Fully understand and be able to communicate the policies and pricing for Unser Karting.

**Registration process** – Assist customers with the register process, take payment and assign customers to races.

**Race training** – Providing all customers with the proper training. This includes adults, youth and event customers.

**Assisting customers with race gear** – Assist racers with safety gear before and after races.

**Keeping the facility clean** – Responsible for keeping the building clean and organized at all times. This includes the completion of closing procedures at the

end of every shift.

**Stocking pro shop** – Responsible for keeping Pro Shop fully stocked and presentable at all times.

**Laundry** – That's right, laundry. Keeping our equipment clean and sanitary for our customers enhances the experience so we do some washing and drying. This includes checking the machines at the start and end of every shift.

Our team members have constant interaction with a variety of customers, from first time drivers to experienced enthusiasts. Because of this, you must be able to display a professional positive attitude at all times. We also expect all of our team members to adapt to diverse settings that will change rapidly from walk in customers to groups of executives visiting for a special event; helping everyone feel comfortable and welcome.

What's in it for you:

- You'll be working for an exciting and growing company whose primary goal is to create a memorable and enjoyable experience. When is that last time you worked for a company that's sole focus was creating fun and excitement?
- We mandate a collaborative team environment. We work together to improve our business and our customers' experience every day.
- We value and take into consideration each Team Member's input;
- We offer a competitive compensation plan; and
- We're all about having fun.

If you want to be our new Customer Service Team Member, please apply today!

You must be authorized to work in the United States on a full-time basis. Must have night and weekend availability!

How do I apply:

You can drop your resume and application off at our facility:

7300 Broadway  
Denver, CO 80221  
(NW Corner of I-25 and Hwy 36)

Email us your resume and application:

[jobs@unserkarting.com](mailto:jobs@unserkarting.com)