



Thrill & Chill Zone

Three Affiliated Tribes ~ Fort Berthold Reservation
102 College Dr., New Town, ND, 58763
Phone: 701-627-2301



POSITION: Customer Service Frontline

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Customer Service Frontline Supervisor	FLSA STATUS: <i>FT or PT-Regular</i>
DEPARTMENT: Thrill and Chill Zone	LOCATION: 102 College Drive
SALARY: STARTING \$15.00 P/H + Tips	OPENING DATE:
CLASSIFICATION: Non-Exempt	CLOSING DATE:

Position Summary: The Customer Service (Entertainment) Frontline is responsible for delivering professional, courteous, and timely service to all clients, customers, and visitors. This role serves as the initial point of contact for in-person and phone inquiries and plays a vital role in representing the organization's values and commitment to quality service. You will be at the heart of the action, helping guests dive into a world of fun-from laser tag, mini golf, duck pin bowling, and arcade challenges to getting certified to as operators for our own adventure courses known as the Sky Trail and Clip Climb (rock climbing walls). We are a culture that values learning and professional growth.

This position reflects updated responsibilities based on current organizational needs and community engagement expectations.

Essential Duties & Responsibilities

Guest Service & Frontline Operations

- Greeting guests in a professional, friendly, and energetic manner.
- Provide information regarding attractions, pricing, rules, and facility policies.
- Assist guests with admissions, wristbands, arcade cards, and access to attractions.
- Support birthday parties, group events, and community activities as assigned.
- Maintain a clean, organized, and guest-ready work environment.
- Respond professionally to guest concerns and escalate issues when necessary.
- Assist in other operational areas as needed, including arcade, redemption, mini golf, laser tag, bowling, concessions, and party rooms.

Attraction Operator Duties – Sky Trail & Rock Climbing

- Properly fit, secure, and inspect harnesses and safety equipment before guest participation.
- Conduct safety briefings and explain attraction rules and procedures to guests.
- Monitor guests while operating elevated attractions, including the Sky Trail ropes course and rock-climbing wall.
- Ensure compliance with all safety protocols, manufacturer guidelines, and operational procedures.



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- Assist guests climbing and participating at heights reaching approximately 30 feet.
- Maintain constant visual observation of participants while attractions are in operation.
- Immediately address unsafe behavior or operational hazards.
- Perform opening, operational, and closing safety inspections on equipment and attraction areas.
- Report equipment concerns, incidents, or maintenance needs to leadership promptly.

SUPERVISORY REQUIREMENTS: This position does not require supervisory responsibility

MINIMUM QUALIFICATIONS AND EDUCATION:

- High school diploma or GED **PREFERRED.**
- Previous customer service, hospitality, entertainment, recreation, or attraction experience **PREFERRED.**
- CPR/First Aid certification preferred or ability to obtain upon hire.
- Must pass a background check (as required by employer policy) **REQUIRED.**
- 18+ years (due to bar service requirements) **REQUIRED.**

KNOWLEDGE AND ABILITIES:

- Knowledge of customer service principles and guest engagement in a high-traffic entertainment environment.
- Knowledge of cash handling procedures, including balancing drawers, counting tills, and maintaining transaction accuracy.
- Knowledge of Point of Sale (POS) systems, including processing transactions, refunds, voids, discounts, and gift card operations.
- Ability to remain calm and attentive in a fast-paced environment.
- Ability to enforce rules and safety standards professionally and consistently.
- Ability to work effectively independently and as part of a team.
- Ability to learn operational procedures and safety standards for attractions.
- Comfortable working at elevated heights and around climbing or ropes course equipment.
- Ability to multitask while maintaining guest safety and operational awareness.
- Proficient in basic computers and math skills for handling payments and tips.
- Ability to handle multiple tasks in a fast-paced environment
- Ability to work independently or as a part of a team.

Working Conditions & Physical Requirements

- Required attraction safety and operational training.



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- Support team operations during high-demand periods, including evenings, weekends, and holidays.
- May require occasional evening or weekend hours for events or extended service coverage.
- Requires standing, walking, bending, climbing stairs, and repetitive movement for extended periods.
- Comfortable being in proximity with people of all ages and genders.
- Must be willing to work at heights of up to 30 ft. for extended periods of time
- Capable of bending, stooping, climbing, and standing for long periods of time
- Able to assess the difference between a medical emergency and non-emergency
- Incidence for the purposes of the emergency take down procedures
- You must be able to lift 50 pounds.

Environment

- High-noise environments involving music, arcade games, attractions, and guest activity
- Fast-moving entertainment and hospitality environments
- Indoor environment with high guest traffic and noise levels
- Extreme lighting including strobes
- Physical activity
- Gathered Crowds
- Strong scents

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested individuals must submit the following information:

1. Job Application



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2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____