



Thrill & Chill Zone

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



POSITION: General Manager

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: CEO DEPARTMENT: THRILL & CHILL ZONE SALARY: \$DOQ CLASSIFICATION: EXEMPT	FLSA STATUS: FT-Regular LOCATION: 102 College Drive OPENING DATE: CLOSING DATE:
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Position Summary: The General Manager (GM) is responsible for the overall leadership, strategic direction, and financial performance of the Thrill & Chill Family Fun Center. This role oversees all operational departments—including attractions, arcades, food & beverage, facilities, security, and guest services—to ensure a safe, efficient, and profitable operation. GM drives business growth, ensures exceptional guest experiences, enforces compliance, and builds a high-performing team aligned with organizational goals. 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

Strategic & Operational Leadership

- Provide executive oversight of all facility operations and departments
- Develop and execute operational strategies to drive revenue growth and profitability
- Establish and enforce policies, procedures, and performance standards
- Ensure seamless coordination between departments for efficient daily operations
- Maintain a strong visible leadership presence during peak hours and major events

Financial Management & Accountability

- Oversee full financial performance, including:
 - Revenue generation across arcade, attractions, and food & beverage
 - Expense control and cost management
 - Budget development, forecasting, and financial reporting
- Analyze financial reports (P&L, sales trends, labor costs) and implement improvements
- Ensure accurate cash handling, POS reconciliation, and internal controls
- Identify opportunities to increase revenue and operational efficiency

Team Leadership & Organizational Development

- Recruit, hire, develop, and retain a high-performing leadership team



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- Oversee department managers (AGM, Facilities, F&B, Security, Training, etc.)
- Establish a culture of accountability, professionalism, and teamwork
- Lead performance management, coaching, and succession planning
- Ensure staff training, certification, and compliance across all operational areas

Guest Experience & Brand Excellence

- Champion a high-quality, family-friendly guest experience
- Monitor guest satisfaction and implement continuous improvements
- Address escalated guest concerns and ensured timely resolution
- Drive community engagement, partnerships, and event programming

Safety, Compliance & Risk Management

- Ensure full compliance with all safety regulations, policies, and procedures
- Oversee incident management, investigations, and corrective actions
- Maintain adherence to OSHA standards and risk mitigation practices
- Ensure safe operation of all attractions, equipment, and facility systems

Facilities & Asset Management

- Oversee facility condition, maintenance programs, and capital improvements
- Ensure high up time of revenue-generating equipment (arcade and attractions)
- Manage vendor relationships (equipment providers, POS systems, contractors)
- Plan and execute upgrades, repairs, and long-term facility improvements

Marketing, Sales & Community Engagement

- Partner with marketing and leadership to drive attendance and revenue
- Support promotions, group sales, and special events
- Build relationships with schools, organizations, and community partners
- Represent Thrill & Chill in public and professional settings

Administrative & Executive Reporting

- Prepare and present operational and financial reports to leadership/board
- Develop and maintain SOPs, policies, and organizational standards
- Ensure proper documentation, compliance records, and reporting accuracy
- Participate in strategic planning and long-term business development

Perform other duties as assigned.

SUPERVISORY REQUIREMENTS: This position is responsible for supervising all staff of Thrill and Chill.

MINIMUM QUALIFICATIONS AND EDUCATION:



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- Bachelor's degree in business administration, **REQUIRED**. Hospitality, or related field preferred (or equivalent experience) OR master's degree in business administration, **PREFERRED**.
- 5–8+ years of progressive leadership experience in entertainment, hospitality, or operations management **REQUIRED**.
- Proven experience managing financial performance and large teams **PREFERRED**.
- Strong operational and customer service background
- Prior experience working in an active and/or hospitality environment such as hotel, attraction, theme park, casino, big box store/supermarket, school, community center, camp or similar location is a plus **PREFERRED**.
- Proficiency in English; knowledge of other languages is a plus
- Adult + Child + Infant CPR, AED, and First Aid certification is a plus
- Must pass a background check (as required by employer policy)

KNOWLEDGE AND ABILITIES:

- Advanced leadership and organizational management skills
- Strong financial acumen (P&L management, budgeting, forecasting)
- Expertise in multi-department operations (entertainment, hospitality, or retail)
- Experience with POS systems, cash controls, and operational reporting
- Strong decision-making, problem-solving, and crisis management skills
- Excellent communication and stakeholder engagement abilities
- Knowledge of safety regulations, compliance, and risk management
- Ability to lead large teams and drive performance across departments
- Strategic planning and business development capabilities
- Strong time management and ability to prioritize tasks independently
- Ability to work flexible hours, including evenings, weekends, and holidays
- Ability to stand, walk, bend, lift, and perform physical tasks for extended periods
- Ability to lift 30–50 lbs. as needed
- Customer service awareness; ability to interact courteously with guests
- Dependability and consistent attendance
- Keen interest in learning and continuing to learn
- Solution-Oriented
- Excellent problem-solving and multitasking skills
- Identify as a “people” person; friendly, understanding, positive, compassionate, flexible, receptive to change
- Embrace, encourage, and grow the work culture
- Highly professional and courteous
- Ability to work flexible hours
- Strong sense of responsibility and a professional presentation

Working Conditions & Physical Requirements



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To be successful in this role, applicants must understand the following about the work environment and physical demand requirements in which essential functions will take place. The listed essential skills and required qualifications represent the knowledge, skills, minimum education, training, licensure, experience, and/or ability required for the position.

- Stand and walk for extended periods throughout the facility
- Frequently move between operational departments including attractions, arcade, kitchen, concessions, party rooms, redemption, bowling, mini golf, and guest service areas
- Occasionally lift, carry, push, or move supplies, equipment, tables, chairs, inventory, or operational materials weighing up to 30-50 lbs.
- Respond quickly to operational issues, guest concerns, emergencies, and staffing needs
- Perform administrative, supervisory, and hands-on operational duties as needed
- Required to workdays, evenings, weekends, holidays, and extended operational hours
- Flexible schedules based on business demands, staffing levels, and special events
- On-call or additional hours during emergencies, operational issues, or staffing shortages
- Work indoors and outdoors depending on operational and facility needs, as well as inclement weather

Environment

- 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.



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All interested individuals must submit the following information:

1. Job Application
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: _____