

**Application For Employment – Follow these steps:**

- 1. Review the available positions (listed below)
- 2. Print and Fill out the form below
- 3. Email completed form to [info@landofillusion.com](mailto:info@landofillusion.com) – **BE SURE TO PUT YOUR NAME AND POSITION TITLE YOU ARE APPLYING FOR IN THE SUBJECT OF THE EMAIL.**

We are an Equal Opportunity Employer and is committed to excellence through diversity.



## Personal Information

Name

Address	City	State	Zip
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Phone Number	Mobile Number	Email Address
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Are You A U.S. Citizen?

Yes  No

Have You Ever Been Convicted Of A Felony?

Yes  No

If Selected For Employment Are You Willing To Submit to a Pre-Employment Drug Screening Test?

Yes  No

**Position:** (Admissions and Ticketing Attendant, Experience Attendant, Lifeguard, Merchandise Associate, or Security and Safety Officer – descriptions after application form)

Position You Are Applying For

Available Start Date

Age, if under 18

## Shift Availability

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
From							
To							
Overnight							

## Education

School Name	Location	Years Attended	Degree Received	Major

## References

Name	Title	Company	Phone

## Employment History

<b>Employer (1)</b>	Job Title		Dates Employed
Work Phone	Starting Pay Rate		Ending Pay Rate
Address	City	State	Zip
<b>Employer (2)</b>	Job Title		Dates Employed
Work Phone	Starting Pay Rate		Ending Pay Rate
Address	City	State	Zip
<b>Employer (3)</b>	Job Title		Dates Employed
Work Phone	Starting Pay Rate		Ending Pay Rate
Address	City	State	Zip
<b>Employer (4)</b>	Job Title		Dates Employed
Work Phone	Starting Pay Rate		Ending Pay Rate
Address	City	State	Zip
<b>Employer (5)</b>	Job Title		Dates Employed
Work Phone	Starting Pay Rate		Ending Pay Rate
Address	City	State	Zip

## Signature Disclaimer

I certify that my answers are true and complete to the best of my knowledge.  
If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Name (Please Print)	Signature
Date	

**Job Title:** Admissions and Ticketing Attendant

**Exempt/Hourly:** Hourly

**Supervisor:** Operations Manager

**Job Summary:** Provides support to guests entering Land of Illusion Adventure Park and its experiences including: Selling tickets and parking, validating entitlements upon entry, troubleshooting and resolving guest situations.

**Responsibilities:**

- Engaging guests by asking open ended questions to identify the guests' need and providing assistance ensuring proper selection of ticket media.
- Processing transactions for the sales of experience tickets, equipment rentals, and other offerings, while practicing proper cash handling procedures and ensuring the accuracy of funds.
- Verifying entitlements and their ownership upon guest entry and re-entry into the complex's experiences.
- Provides relevant park information to guests as well as engaging in positive guest interactions with all guests.
- Maintain a clean and safe work environment. Constantly monitor immediate area and surroundings for trash and debris and assist in its removal as needed.
- An understanding of on-stage and off-stage responsibilities and acceptable behavior.
- Performing other duties as assigned.

**Qualifications**

- High School degree or GED is preferred.
- 1 to 3 years with face-to-face customer contact preferred.
- 6 months prior cash handling experience preferred.
- Ability to work in a fast-paced environment.
- Ability to add, subtract, multiply, divide in all units of measure, using whole numbers and decimals, and ability to perform these operations using units of American money.
- Must be able to read, write, communicate, and follow safety instructions and procedures. Required to follow an operations manual and successfully complete training test.
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Strong Customer Service orientation.

**Additional Information**

- Land of Illusion Adventure Park is an equal opportunity employer.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Job Title:** Experience Attendant

**Exempt/Hourly:** Hourly

**Supervisor:** Operations Manager

**Job Summary:** Responsible for the safe operation of experiences (Including Waterpark, Haunt, and Christmas Lights) while delivering exemplary guest service.

### **Responsibilities:**

- Responsible for operating experiences, which includes the following: Ensuring experiences have proper guest flow, ensuring experiences are not overcrowded, preparing a queue if an experience is full, quickly reporting any safety concerns to management, provide safety instructions and ensure ADA compliance, assist guests with special access, evacuate the experience in the case of a shut down. Deliver appropriate spiels / scripts.
- Welcome and greet guests, provide guests with experience information, monitor the queues and make appropriate adjustments, measure the experience wait times and keep the area neat and organized.
- Maintain a clean and safe work environment. Constantly monitor immediate area and surroundings for trash and debris and assist in its removal as needed.
- An understanding of on-stage and off-stage responsibilities and acceptable behavior.
- Performing other duties as assigned.

### **Qualifications**

- High School degree or GED is preferred.
- Must be able to work in a fast pace environment and move equipment pertaining to the experiences.
- Required to walk the experience area to ensure quality and that the effects are in proper working order, including lighting, sound, and general maintenance.
- Responsible for evacuating the experience and assisting guests through various evacuation methods.
- Must be able to meet physical demands, including ability stand for prolonged periods of time (2+ hours at a time).
- Must be able to work in an environment with loud noises.
- Must be able to read, write, communicate, and follow safety instructions and procedures. Required to follow an operations manual and successfully complete training test.
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Strong Customer Service orientation.

### **Additional Information**

- Land of Illusion Adventure Park is an equal opportunity employer.
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**Job Title:** Lifeguard

**Exempt/Hourly:** Hourly

**Supervisor:** Manager, Operations

**Job Summary:** Responsible for the safe operation of water experiences, patron surveillance ensuring guest safety, and delivering exemplary guest service.

### **Responsibilities:**

- Ensures the proper use of safety practices and procedures while surveilling the lake in water depths up to fifteen (15) feet. Safely evacuate the lake in accordance to operating procedures.
- Welcome and greet guests, screen for requirements and special needs. Provide experience information to guests.
- Maintain a clean and safe work environment. Constantly monitor immediate area and surroundings for trash and debris and assist in its removal as needed.
- An understanding of on-stage and off-stage responsibilities and acceptable behavior.
- Performing other duties as assigned.

### **Qualifications**

- Must be at least 18 years old.
- High school degree or GED is required.
- Must be able to work in a fast pace environment and move equipment pertaining to the experiences.
- Required to experience the inflatables to ensure show quality and proper working conditions.
- Ability to make quick decisions, recognize, respond to, and extract an individual in distress.
- Must be able to swim 100 yards using front crawl, breaststroke, submerge to a depth of 9-10 feet to retrieve a ten (10) pound brick, return to the surface and walk or swim 20 yards to return to the starting point within 50 seconds (timed event).
- Must be able to communicate via whistle and distinguish hand signals at a distance of up to 50 feet.
- Responsible for evacuating the lake and assisting guests through various evacuation methods.
- Must be able to work in an environment with loud noises.
- Must be able to read, write, communicate, and follow safety instructions and procedures. Required to follow an operations manual and successfully complete training test.
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Strong Customer Service orientation.

### **Certifications, Licenses, Registrations**

- Must be able to successfully complete and pass all training for American Red Cross Aquatics Attractions Lifeguard Certification, CPR, First Aid, and AED and pass a written and practical American Red Cross Certification and general operating procedures assessment as well as successfully pass any skill audits.
- Must complete monthly in service training requirements.

### **Additional Information**

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**Job Title:** Merchandise Associate

**Exempt/Hourly:** Hourly

**Supervisor:** Operations Manager

**Job Summary:** Provides extraordinary service to our guests by assisting them with the selection and purchase of a souvenir or gift that they can take home from their Land of Illusion Adventure Park experience, as well as renting equipment for the waterpark experience.

**Responsibilities:**

- Providing an interactive guest experience through the utilization of suggestive sales techniques and product demonstrations in a positive and outgoing manner.
- Processing merchandise sales and returns using a cash register; Wrapping and bagging merchandise; Handle cash, credit card, and gift card transactions, and discounts.
- Stocking and retrieving merchandise and supplies.
- Maintains appearance standards by cleaning floor surface, dusting counters and displays using cloths, brooms, brushes and/or cleaning agents.
- Properly issues and receives back equipment rental items. Conduct daily inventory of all items available for rental. Identifies and communicates any equipment rental items that need repair and/or are no longer usable.
- Maintain a clean and safe work environment. Constantly monitor immediate area and surroundings for trash and debris and assist in its removal as needed.
- An understanding of on-stage and off-stage responsibilities and acceptable behavior.
- Performing other duties as assigned.

**Qualifications**

- High School degree or GED is preferred.
- 6 months to 1 year of retail experience preferred; or an equivalent combination in education and experience.
- 6 months prior cash handling experience preferred.
- Ability to write simple correspondence.
- Ability to work in a fast-paced environment.
- Ability to add, subtract, multiply, divide in all units of measure, using whole numbers and decimals, and ability to perform these operations using units of American money.
- Ability to deal with standardized situations with only occasional or no variables.
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Strong Customer Service orientation.

**Additional Information**

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**Job Title:** Security and Safety Officer

**Exempt/Hourly:** Hourly

**Supervisor:** Operations Manager

**Job Summary:** Monitor the safety and security of our guests and employees around the clock, 365 days a year.

**Responsibilities:**

- Providing positive interactions with our guests in a friendly and courteous manner.
- Screening all Guests and Employees upon entry into the complex
- Working in a variety of locations throughout the complex, including indoors and outdoors; inside the park and back of house areas.
- Performing motor, stationary, and walking patrols; completing visual inspections; observing occurrences in areas being patrolled.
- Escorting cash drops and money transfers on property.
- Adhering to and actively promoting all Health Services policies and procedures and standing orders while performing duties.
- Examining and treating all Land of Illusion Adventure Park guest and employee injuries and illnesses according to company protocols and using sound Paramedic judgment.
- Providing timely documentation for each guest and employee completely, legibly and accurately; documenting the appropriate assessment and treatments; documenting on the appropriate paperwork and electronic files. Providing copies and file documents as required.
- Responding to incidents such as traffic accidents, theft or property damage, disorderly conduct by a guest or employee, and following up via written reports; watching and assessing video to help determine what took place.
- Conducting visual inspections of bags and/or packages.
- Calling in safety concerns.
- Directing traffic.
- Assisting with crowd control during peak attendance days and special events.
- Responding to calls as needed.
- Maintain a clean and safe work environment. Constantly monitor immediate area and surroundings for trash and debris and assist in its removal as needed.
- An understanding of on-stage and off-stage responsibilities and acceptable behavior.
- Performing other duties as assigned.

**Qualifications**

- High School degree or GED is preferred.
- 1 to 3 years previous security experience preferred; or equivalent combination of education and experience.
- Must have a valid Ohio Driver's License.
- Paramedic Certification, Basic Life Support and Advance Cardiac Life Support Certifications required.

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to guests, clients, and employees.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals and ability to perform these operations using units of American money.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with standardized situations with only occasional or no variables.
  
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Strong Customer Service orientation.

### **Additional Information**

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