



**Entertainment Complex: Guest Experience Department Shoulder Season
Job Opportunities
(Ages 16+)**

Arrival Experience Attendant (16+)

Do you know that feeling you get, the rush of excitement right before you start a day full of fun? As an Arrival Experience Attendant, you get to help facilitate that feeling in our guests, and start off their day *Hersheypark Happy*®! Arrival Experience Attendants interact with guests as they enter through the front gate to *Hersheypark*, located in *Chocolatetown*®. Throughout the day, Arrival Experience Attendants may scan tickets, answer guest questions, help manage lines, and stamp wrists at our Park exit. This is a high guest contact position which includes welcoming guests to the Park and directing and managing a high guest flow.

Positions are currently available for employees age 16 or older who are available to work throughout the fall for September weekends, *Hersheypark Halloween* and *Christmas Candylane*® (September, October, November and December).

What you get to do:

This part-time seasonal position is responsible for providing our guests with exceptional guest service, following proper uniform and grooming standards, maintaining the cleanliness of your work environment, and completing specific job duties. Arrival Experience Attendants may be required to do one or all of the following tasks depending on the assigned job:

- Enthusiastically welcome guests to *Hersheypark* and wish them a sweet trip home upon exit
- Direct and manage a high guest flow
- Responsibly record guest admissions, exits, and re-entries at *Hersheypark* main gates
- Provide guests with handstamps for re-entry
- Assist with area cleanliness
- Maintain knowledge of Park programs
- Adhere to operational standards for the Guest Experience Department

What it takes to succeed:

- Must be friendly, upbeat, work well with other employees and be able to interact with our guests
- Must have reliable transportation to and from work for your scheduled shifts
- Must be able to speak, write, and understand English
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information

Basic Qualifications:

- Must be at least 16 years of age on the day of applying for this position

Working Conditions:

- Must be able to work at least two (2) weekends per month from September through December

- Employees are subject to a variety of weather conditions, including but not limited to: heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements include finger dexterity, standing, sitting, walking, bending, reaching, and communicating
 - Sitting Occasional (<33%)
 - Standing Constant (>67%)
 - Walking Constant (>67%)

What can you gain from a position with the Guest Experience Department?

- Flexible scheduling
- Friendships and memories that will last a lifetime
- Opportunities for Advancement
- Valuable transferable skills, such as:
 - Guest service techniques
 - Problem solving and thinking on your feet
 - Hands on experience with various technology
 - Time management and punctuality
 - Verbal and non-verbal communication

Hershey Entertainment and Resorts is an Equal Opportunity Employer

Ticketing & Admissions Agent (16+)

Do you enjoy planning and helping others? As a Ticketing and Admissions Agent, you will help guests determine what items and add-ons will make their day *Hersheypark Happy*®. Ticketing and Admissions Agents sell tickets, season passes, add-ons, and more, right outside our front gate in our new *Chocolatetown*® area. Throughout the day, Ticketing and Admissions Agents may sell items, assist guests with troubleshooting ticket issues, answer questions, scan guests into the Park at our front gate, help manage lines, and more!

This position will work at the following locations at *Hersheypark*: Ticketing, HPGO Plus, and Front Gate. This position is a high guest contact position and requires that candidates must be comfortable cash handling.

Positions are currently available for employees age 16 or older who are available to work throughout the fall for September weekends, *Hersheypark Halloween* and *Christmas Candylane*® (September, October, November and December).

What you get to do:

This part-time seasonal position is responsible for providing our guests with exceptional guest service, following proper uniform and appearance standards, maintaining the cleanliness of your work environment, and completing specific job duties. Ticketing and Admissions Agents may be required to do one or all of the following tasks depending on the assigned job:

- Sell various Park admission ticket options, season passes, and add-on items
- Upsell Park programs and track inventory items
- Provide support and resolve guest inquiries
- Support Will Call distribution by filling and location item
- Process and mail advance ticket orders
- Adhere to operational standards for the Guest Experience Department

What it takes to succeed:

- Must be friendly, upbeat, work well with other employees and be able to interact with our guests
- Must have reliable transportation to and from work for your scheduled shifts
- Must be able to speak, write, and understand English
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines. Please note some departments may be more stringent on the appearance guidelines due to business needs.
- Must have the ability to safeguard confidential information

Basic Qualifications:

- Must be at least 16 years of age on the day of applying for this position

Working Conditions:

- Must be able to work at least two (2) weekends per month from September through December

- Employees are subject to a variety of weather conditions, including but not limited to: heat, sun exposure, cold, and inclement weather. Depending on the assigned location, work can be almost exclusively outdoors.
- Physical requirements include finger dexterity, standing, sitting, walking, bending, reaching, and communicating
 - Sitting Occasional (<33%)
 - Standing Constant (>67%)
 - Walking Frequent (34-66%)

What can you gain from a position with the Guest Experience Department?

- Flexible scheduling
- Friendships and memories that will last a lifetime
- Opportunities for advancement
- Valuable transferable skills, such as:
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Guest Relations Agent (18+)

Do you want to help others and make a positive impact on their day? As a Guest Relations Agent, you will assist our guests with whatever they may need while visiting to help make their experience *Hersheypark Happy*®! Guest Relations Agents may work at any of our four locations both inside and out of the Park. Throughout the day, a Guest Relations Agent may sell tickets and add-ons, locate information and answer guest questions, assist guests with redeeming items, help guests register for Park programs, utilize de-escalation and conflict resolution skills, troubleshoot, problem-solve, and more!

This position is a high guest contact position and requires that candidates must be comfortable cash handling.

Positions are currently available for employees age 18 or older who are available to work throughout the fall for September weekends, *Hersheypark Halloween* and *Christmas Candylane*® (September, October, November and December).

What you get to do:

This part-time seasonal position is responsible for providing our guests with exceptional guest service, following proper uniform and appearance standards, maintaining the cleanliness of your work environment, and completing specific job duties. The Guest Relations Agent may be required to do one or all of the following tasks depending on the assigned job:

- Provide exceptional customer service by building rapport and making genuine connections with the guests
- Sell various Park admission ticket options, season passes, and add-on items
- Upsell Park programs and track inventory items
- Listen to guest concerns and provide appropriate response
- Assist guests in enrollment in our Ride Accessibility program
- Assist at any Guest Experience department position. Positions include Ticketing & Admissions, Arrival Attendant (Front Gate), *Hersheypark* Call Center, Cabana Concierge, and various support positions at *Hersheypark*
- Respect guest and company privacy by correctly handling confidential information
- Adhere to operational standards for the Guest Experience Department

What it takes to succeed

- Must have strong verbal communication skills
- Must have strong conflict resolution/problem solving skills
- Must be friendly, upbeat, work well with other employees and be able to interact enthusiastically with our guests
- Must have reliable transportation to and from work for your scheduled shifts
- Must be able to speak, write, and understand English
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines. Please note some departments may be more stringent on the appearance guidelines due to business needs.
- Must have the ability to safeguard confidential information

Basic Qualifications:

- Must be 18 years of age or older on the day of applying for this position

Working Conditions:

- Must be able to work at least two (2) weekends per month from September through December
- Employees are subject to a variety of weather conditions, including but not limited to: heat, sun exposure, cold, and inclement weather. Depending on the assigned location, this position can spend the majority of the time working outside.
- Physical requirements include finger dexterity, standing, sitting, walking, bending, reaching, and communicating
 - Sitting Frequent (34-66%)
 - Standing Frequent (34-66%)
 - Walking Frequent (34-66%)

What can you gain from a position with the Guest Experience Department?

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Zoo Admissions Agent (18+)

Do you have a passion for both people and animals? As a *ZooAmerica*® Admissions Agent, you will help with guest entry into the Zoo, both from our main entrance and our *Hersheypark*® bridge entrance. Throughout the day, *ZooAmerica* Admissions Agents may sell tickets and season passes, assist guests with entering the Zoo, answer guest questions, and more!

Positions are currently available for employees age 16 or older who are available to work throughout the fall for September weekends, *Hersheypark Halloween* and *Christmas Candylane*® (September, October, November and December).

What you get to do:

This part-time seasonal position is responsible for providing our guests with exceptional guest service, following proper uniform and appearance standards, maintaining the cleanliness of your work environment, and completing specific job duties. *ZooAmerica* Admissions Staff may be required to do one or all of the following tasks depending on the assigned job:

- Handle guest questions throughout the day about *ZooAmerica* and various Zoo animals
- Sell various ticket programs and *ZooAmerica* Memberships
- Provide guests with handstamps entering from *Hersheypark* on the *ZooAmerica* Bridge and assist guests with re-entry to *Hersheypark*
- Provide support and resolve guest inquiries
- Adhere to operational standards for the Guest Experience Department

What it takes to succeed:

- Must be friendly, upbeat, and work well with other employees and be able to interact with our guests
- Must have reliable transportation to and from work for your scheduled shifts
- Must be able to speak, write, and understand English
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines. Please note some departments may be more stringent on the appearance guidelines due to business needs.
- Must have the ability to safeguard confidential information

Basic Qualifications:

- Must be 16 years of age or older on the day of applying for this position

Working Conditions:

- Must be able to work at least two (2) weekends per month from September through December
- Employees are subject to a variety of weather conditions, including but not limited to: heat, sun exposure, cold, and inclement weather. Depending on the assigned location, this position can spend the majority of the time working outside.
- Physical requirements include finger dexterity, standing, sitting, walking, bending, reaching, and communicating.
 - Sitting Occasional (<33%)

- Standing Constant (>67%)
- Walking Frequent (34-66%)

What can you gain from a position with the Guest Experience Department?

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Call Center Agent (18+)

Are you someone who enjoys helping people, and likes variety throughout the day? As a Call Center Agent, you will talk on the phone with our callers about anything and everything Hershey. Call Center Agents work in our call center, located in our new *Chocolatetown*® area. Throughout the day, Call Center Agents may help with item purchases, answer guest questions, assist with troubleshooting ticket issues, address concerns from a Park visit, and more!

This position requires a high level of written and verbal communication skills and the ability to work in a fast-paced environment with rapidly changing information and tasks. The ideal candidate has the skills to provide exceptional service and the will to refine their skills through continued coaching.

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What you get to do:

This part-time seasonal position is responsible for providing our guests with exceptional guest service, following proper uniform and appearance standards, maintaining the cleanliness of your work environment, and completing specific job duties. Call Center Agents may be required to do one or all of the following tasks depending on the assigned job:

- Provide exceptional customer service, building rapport and making genuine connections with the guests over the telephone
- Provide accurate information concerning the Hershey destination including *Hersheypark*® attractions, *Hersheypark* ticket and season pass programs
- Sell various Park admission ticket options, season passes, and add-on items
- Listen to guest concerns and provide appropriate response
- Accurately detail guest information and requests
- Adhere to operational standards for the Guest Experience Department

What it takes to succeed:

- Must have strong verbal communication skills
- Must have strong conflict resolution/problem solving skills
- Must be able to navigate different computer programs, including keyboarding skill
- Must be friendly, upbeat, work well with other employees and be able to interact enthusiastically with our guests
- Must have reliable transportation to and from work for your scheduled shifts
- Must be able to speak, write, and understand English
- Must display a positive attitude, eagerness to learn, and professional image in compliance within the Hershey Entertainment & Resorts guidelines. Please note some departments may be more stringent on the appearance guidelines due to business needs.
- Must have the ability to safeguard confidential information

Basic Qualifications:

- Must be at least 18 years of age or older on the day of applying for this position

Working Conditions:

- Must be able to work at least two (2) weekends per month from September through December
- Employees are subject to a variety of weather conditions, including but not limited to: heat, sun exposure, cold, and inclement weather
- This position will assist at the Front Gate of *Hersheypark*. Depending on the assigned location, this position can spend the majority of the time working outside.
- Physical requirements include finger dexterity, standing, sitting, walking, bending, reaching, and communicating.
 - Sitting Frequent (34-66%)
 - Standing Frequent (34-66%)
 - Walking Frequent (34-66%)

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