



Entertainment Complex: Security Department Shoulder Season Job Opportunities (Ages 16+)

Parking Lot Attendant (16+)

The Hershey Entertainment Venues Safety & Security Department is a key asset to our sweet destination, ensuring that guests and employees are safe, secure, and free to enjoy our many entertainment offerings and events. Join our team and help us keep it sweet! Additionally, our Safety & Security Department offers part-time, seasonal, and year-round job opportunities working within all areas of our Hershey Entertainment Complex. Locations include: *Hersheypark*®, *ZooAmerica*®, *Hersheypark*® Stadium, *Hersheypark*® Arena, *GIANT Center*™ and Hershey Theatre.

Traffic staff team members are the first and final interaction at the Hershey Entertainment Complex, providing an exceptional arrival and departure experience to guests and employees.

As a Parking Lot Attendant, you will direct traffic in and out of parking areas, assist with pedestrian control, set up and remove traffic equipment, and answer guest questions all while maintaining exceptional customer service to both guests and employees of the Hershey Entertainment Complex.

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

Job Functions:

- Direct traffic in and out of parking areas and keep flow orderly
- Set up and remove traffic equipment
- Monitor traffic posts and assist guests and employees in crosswalks
- Check passes and allow access to designated areas
- Provide a safe and friendly atmosphere to guests and team members
- Perform other functions related to traffic as assigned

Basic Qualifications:

- Must be 16 years of age or older on the day of application

Additional Qualifications:

- Must be friendly, upbeat, and work well with other employees and be able to interact well with guests
- Must have reliable, steady transportation to and from work
- Must be detail oriented and have clear written and verbal communication skills
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must be able to successfully complete all legal, company and department training requirements to include, but not limited to, passing required tests and certifications within established timelines

Working Conditions:

- Must be able to work flexible hours including days, evenings, weekends, and holidays. Hours may vary based upon operational needs.
- Must be able to work in all outdoor weather conditions
- Physical requirements include prolonged standing, bending, sitting, walking, being in an enclosed space (parking booths)
- Must be able to safely lift approximately 30 pounds (possibly multiple times after one event)

Hershey Entertainment & Resorts is an Equal Opportunity Employer

Security Officer (18+)

The Hershey Entertainment Venues Safety & Security Department is a key asset to our sweet destination – ensuring that guests and employees are safe, secure, and free to enjoy our many entertainment offerings and events. Join our team and help us keep it sweet! Additionally, our Safety & Security Department offers year round job opportunities working within all areas of our Hershey Entertainment Complex locations: *Hersheypark*®, *ZooAmerica*®, *Hersheypark*® Stadium, *Hersheypark*® Arena, *GIANT Center*™ and Hershey Theatre.

As part of the Security Team, you will be able to work a variety of events and work with great team members. We also offer flexible shifts to our Security Team Members! As a Part-Time Security Officer, you will be responsible for maintaining the safety and security of all guests, employees, and property of The Entertainment Complex. You will also be expected to provide our guests with exceptional customer service all while gaining knowledge specific to your job duties.

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

Job Functions:

- Providing exemplary service to guests and team members
- Perform and complete assigned tasks from management as needed
- Complete general security tasks
- Inspect bags to prevent the introduction of prohibited items into the venues
- Monitor all vehicles and employees entering and exiting Hershey Entertainment properties and venues according to department and company standard, to ensure all are authorized
- Check ID cards and control vehicle and pedestrian traffic flow
- Consistently practice safe work habits including, but not limited to, use of personal protective equipment, lifting, and reporting of unsafe situations
- Maintain a professional appearance that meets Hershey Entertainment and Resorts appearance standards
- Perform other duties as assigned

Basic Qualifications:

- Must be 18 years of age or older on the date of applying

Additional Qualifications:

- Criminal justice/safety/security-related training and experience preferred
- Must be able to work with large crowds in a fast-paced environment
- Must be friendly, upbeat, and work well with other employees and be able to interact well 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 be detailed oriented and have clear written and verbal communications skills
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information

- Must be able to successfully complete all legal, company, and department training requirements to include, but not limited to, passing required tests and certifications within established timelines

Working Conditions:

- Must be able to work flexible hours including days, evenings, weekends, and holidays. Hours may vary based upon operational needs.
- Must be able to work in combination of indoor and outdoor weather conditions
- Must be able to stand and walk unassisted for up to 8 hours
- Physical requirements include minimal sitting and lifting a minimum of 50 pounds

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Security Officer 3rd Shift (Age 18+)

The Hershey Entertainment Venues Safety & Security Department is a key asset to our sweet destination – ensuring that guests and employees are safe, secure, and free to enjoy our many entertainment offerings and events. Join our team and help us keep it sweet! Additionally, our Safety & Security Department offers part-time, seasonal, and year-round job opportunities working within all areas of our Hershey Entertainment Complex. Locations include: *Hersheypark*®, *ZooAmerica*®, *Hersheypark*® Stadium, *Hersheypark*® Arena, *GIANT Center*™ and Hershey Theatre.

As part of the Security Team, you will be able to work a variety of events and work with great team members. We also offer flexible shifts to our Security Team Members! As a part-time 3rd Shift Security Officer, you will be responsible for maintaining the safety and security of all guests, employees, and property of The Entertainment Complex – all while providing our guests with exceptional customer service. You will also be expected to gain knowledge specific to your job duties.

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

Job Functions:

- Provide exemplary service to guests and team members
- Report and react to hazardous conditions and emergency situations
- Receive telephone and radio calls (utilizing two way radios), dispatch appropriate personnel, and log calls using an electronic database
- Monitor all vehicles and personnel entering and exiting properties according to company and department standard to ensure all are authorized
- Complete general security tasks
- Perform and complete assigned tasks from management as needed
- Consistently practice safe work habits including, but not limited to, use of personal protective equipment, lifting and reporting of unsafe situations
- Monitor alarm systems and closed-circuit television systems
- Physical security patrols of assigned properties
- Conduct assigned safety inspections and security assessments of properties and venues
- Create incident reports
- Maintain a professional appearance in accordance with Hershey Entertainment and Resorts appearance standards
- Perform other duties as assigned

Basic Qualifications:

- Must be 18 years of age or older on the day of applying for this position
- Must have a valid driver's license

Additional Qualifications:

- Criminal justice/safety/security-related training and experience preferred

- 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 detail oriented and have clear written and verbal communications skills
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines. Please note: The Security department may be more stringent on the appearance guidelines due to business needs.
- Must be able to successfully complete all legal, company, and department training requirements to include, but not limited to, passing required tests and certifications within established timelines

Working Conditions:

- Must be able to work between the hours of 11pm and 7am including weekends and holidays. Hours may vary based upon operational needs.
- Must be able to work flexible hours including days, evenings, weekends, and holidays. Hours may vary based upon operational needs.
- Must be able to work in combination of indoor and outdoor weather conditions
- Must be able to stand and walk unassisted for up to 8 hours
- Physical requirements include minimal sitting and lifting a minimum of 50 pounds

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Security Event Staff (18+)

The Hershey Entertainment Venues Safety & Security Department is a key asset to our sweet destination – ensuring that guests and employees are safe, secure, and free to enjoy our many entertainment offerings and events. Join our team and help us keep it sweet! Additionally, our Safety & Security Department offers part-time, seasonal, and year-round job opportunities working within all areas of our Hershey Entertainment Complex. Locations include: *Hersheypark*[®], *ZooAmerica*[®], *Hersheypark*[®] Stadium, *Hersheypark*[®] Arena, *GIANT Center*SM and Hershey Theatre.

As part of the Security Team you will be able to work a variety of events and work with great team members. We also offer flexible shifts to our Security Team Members! As a part-time member of the Event Staff Team, you will be expected to ensure the safety of all guests and employees and provide assistance to ensure that guests enjoy their time at any Hershey Entertainment Complex facility. You'll also carry out exceptional customer service, follow proper uniform standards, maintain a clean work environment, and gain knowledge specific to your job duties. Please Note: This is a part-time, year-round position which may include days, evenings, weekends & holidays based on operating hours of the Safety & Security Department for Hershey Entertainment Complex.

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

Job Functions:

- Monitor all vehicles and employees entering and exiting venues according to company standard to ensure all are authorized
- Inspect bags to prevent the introduction of prohibited items into the venues
- Complete general security tasks
- Be familiar with an assigned section of a facility in order to assist guests
- Consistently practice safe work habits including, but not limited to, use of personal protective equipment, lifting, and reporting of unsafe situations
- Maintain a professional appearance in accordance with Hershey Entertainment and Resorts appearance standards
- Monitor guest behavior for compliance with event and facility policies
- Assist with post-event clean up and duties including lifting and moving items
- Perform other duties as assigned

Basic Qualifications:

- Must be at least 18 years of age or older on the date of applying

Additional Qualifications:

- Communicate instructions clearly
- Must be friendly, upbeat, and work well with other employees and be able to interact with guests
- Must be able to work with large crowds in a fast-paced environment
- Must have reliable, steady transportation to and from work
- Must be detail oriented and have clear written and verbal communication skills

- Must be able to successfully complete all legal, company, and department training requirements to include, but not limited to, passing required tests and certifications within established timelines
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines

Working Conditions:

- Must be able to work flexible hours including days, evenings, weekends, and holidays. Hours may vary based upon operational needs.
- Must be able to work in combination of indoor and outdoor weather conditions
- Must be able to stand and walk unassisted for up to 8 hours
- Physical requirements include minimal sitting and lifting a minimum of 50 pounds
- Work environment is often extremely noisy with loud volume music during many events

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Tram Driver (Age 18+)

The Hershey Entertainment Safety & Security Department is a key asset to our sweet destination - ensuring that guests and employees are safe, secure, and free to enjoy our many entertainment offerings and events. Join our team and help us keep it sweet! Additionally, our Safety & Security Department offers part-time, seasonal, and year-round job opportunities working within all areas of our Hershey Entertainment Complex. Locations include: *Hersheypark*®, *ZooAmerica*®, *Hersheypark*® Stadium, *Hersheypark*® Arena, *GIANT Center*™ and Hershey Theatre. As part of the Security Team, you will be able to work a variety of events and work with great team members. We also offer flexible shifts to our Security Team Members!

Traffic staff team members are the first and final interaction at the Hershey Entertainment Complex, providing an exceptional arrival and departure experience to guests and employees. As a Tram Operator, you will be responsible for driving Park guests in large utility vehicles to tram stops throughout the parking lot. Tram Operators are also responsible for the safety of guests who are passengers on the tram and pedestrians in their driving zone.

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

Job Functions:

- Safely operate the tram shuttle transporting guests to their destination
- Assist guests at tram stops with loading and unloading including wheelchairs and strollers
- Effectively communicate information about the park via PA system
- Control traffic as needed in tram areas
- Provide a safe and friendly atmosphere to guests and team members
- Perform other functions related to traffic and trams as assigned such as crowd control

Basic Qualifications:

- Must be 18 years of age or older on the day of applying for this position
- Must have a valid driver's license

Additional Qualifications:

- Must be comfortable in operating a large vehicle to transport guests
- Must be comfortable using public address systems and/or engaging in public speaking
- Must be friendly, upbeat, and work well with other employees and be able to interact well with guests
- Must be able to work with large crowds in a fast paced environment
- Must have reliable, steady transportation to and from work
- Must be detail oriented and have clear verbal and written communication skills
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must be able to successfully complete all legal, company, and department training requirements to include, but not limited to, passing required tests and certifications within established timelines

Working Conditions:

- Must have ability to raise leg 37 inches to get onto Rear Attendant platform and into the driver's seat
- Must be able to work flexible hours including days, evenings, weekends, and holidays. Hours may vary based upon operational needs.
- Must be able to work in all outdoor weather conditions
- Physical requirements include prolonged standing, bending, sitting, and walking
- Must be able to safely lift approximately 50 pounds (possibly multiple times after one event)

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