



Job Description Counter Sales

SUMMARY

The Counter Sales is a part time employee that will perform routine sales functions at the Center. The Counter Sales works under that supervision of the Shift Supervisor and communicates with other staff members via a radio set. The Counter Sales is responsible for assisting customers with the purchase of all items sold at the Center.

This is an entry-level position and DRGP will provide training to all Counter Sales in proper execution of their duties as described below.

This position reports to a Shift Supervisor.

DUTIES AND RESPONSIBILITIES

Counter Sales

- ◆ Learn and maintain a working knowledge of kart race formats and terminology
- ◆ Assist customers in purchasing and signing up for karting sessions
- ◆ Provide counter sales assistance for all customer purchases
- ◆ Learn and understand the sales package of the ClubSpeed track operating software system
- ◆ Be proficient in handling cash and credit card payments
- ◆ Learn and understand radio communications protocols
- ◆ Learn and understand the proper use of fire extinguishers
- ◆ Learn and understand DRGP safety rules
- ◆ Learn the proper use and maintenance of all radio, flags and other facility equipment
- ◆ Learn to identify and report any safety issues to the Shift Supervisor
- ◆ Ensure that customers are directed to the karting area after purchasing their race sessions
- ◆ Ensure that all facility restrooms are clean and properly stocked with supplies
- ◆ Ensure that all radio and flag equipment is properly accounted for at the end of each day
- ◆ Prior experience and/or training in cash register sales, or experience with karting or motorsports event operations and communications is a plus
- ◆ During non-karting activity down times, clean and care for all non-track areas
- ◆ Other duties as assigned from time to time by the Shift Supervisor

Other

- ◆ Be a prompt and reliable employee
- ◆ Be courteous, friendly and helpful to customers at all times
- ◆ Comply with company policies and procedures as outlined in the employee handbook
- ◆ Arrive for each shift with a clean, neat uniform and with a professional appearance
- ◆ Individual must be able to work a variety of hours and shifts
- ◆ Must be at least 16 years old and have a valid driver's license/permit issued by a US state or territory



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QUALIFICATIONS

To perform the job successfully, an individual must be able to perform each previously stated duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and ability necessary to succeed in this position.

- ◆ **Education:** Current enrollment in high school, or a high school degree or GED is necessary for this position.
- ◆ **Experience:** This is an entry-level position. DRGP will provide training for this position. Experience in karting or motorsports flagging is a plus.
- ◆ **Passion:** A passion for racing is necessary for this position. Independent judgment, the ability to make quick decisions, good listening skills, and the ability to deal with a variety of people are essential. The ability to maintain a pleasant and positive attitude, even in difficult situations or with difficult customers is important. The ability to motivate and encourage fellow employees is a priority. This individual should possess common sense regarding basic safety principles.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand for extended periods of time. The employee must be able to move agilely to avoid moving vehicles. The employee must be able to run for short distances carrying a fire extinguisher. The employee will use their hands to handle and maneuver equipment such as communication radios and cash registers for extended periods of time. The employee must see well, either naturally or with correction, and must have good peripheral vision. The employee must be able to hear audio communication through electronic radios, with or without a headset, either naturally or with correction.

In addition to any other languages spoken, the employee must be able to speak fluent English and have suitable diction to facilitate clear and understandable radio communications in English.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee is required to stand for extended periods, and to remain alert and attentive during all on-track activities. While performing the duties of this job, the employee might be exposed to excessive heat and noise from the kart motors. There is exposure to moving motor, sprockets, wheels and other similar equipment that can potentially cause serious injury. The employee might be exposed to minor crash scenes.