



## Current Employment Opportunities February 21, 2011

(\*\*) indicates that applicants must be at least 18 years old.

No asterisk indicates that applicants must be at least 16 years old.

**\*\*All positions require a criminal background check and a drug test screening\*\***

**EOE/AA**

### **\*\*Ride Service Associate – Part Time**

#### **Requirements:**

- Must be at least 18 years of age or older
- Walk, stand & bend for long periods of time
- Excellent communication skills and superior guest service skills required
- Previous guest service experience required
- Must be detail oriented and safety minded

#### **Responsibilities:**

- Operate a variety of mechanical and non-mechanical rides
- Assist with the loading and unloading of guests on the rides
- Properly enforce all height and rider safety requirements
- Ensure that all guests are properly restrained prior to the start of the ride cycle
- Provide polite greeting and parting remarks
- Oversee the cleanliness of the ride area by sweeping floors, wiping down the ride and emptying trash containers
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Days, Nights & Weekends Required**

### **Cashier-Foods – Part Time**

#### **Requirements:**

- Must be at least 16 years of age or older
- Previous cash handling experience
- Previous guest service experience
- Must have outstanding guest service skills
- Barista experience preferred but not required

#### **Responsibilities:**

- Perform necessary tasks in setting up and serving food items
- Ensure standards of personal hygiene, food safety and sanitation are met and maintained
- Complete monetary transactions accurately and timely
- Greet guests courteously, give polite parting remarks
- Recommend, select and help locate merchandise based on guests' needs and questions
- Oversee safety and cleanliness of selling area
- Efficiently utilize the POS system to sell tickets and merchandise to guests in Nickelodeon Universe
- Be able to account for all funds received by accurately ringing funds and counting out

- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Days & Weekends**

### **Theatre Staff (Theatres at MOA) – Part Time**

**Requirements:**

- Must be at least 16 years of age or older
- Walk, stand & bend for long periods of time
- Excellent communication skills and superior guest service skills required
- Previous guest service experience preferred
- Must be detail oriented, safety minded and able to accomplish tasks in a timely manner

**Responsibilities:**

- Responsible for physical appearance of theatres, i.e. cleaning theatres, lobby area, ramp areas and restrooms
- Be able to relay important information to the projectionists if any problems/concerns arise
- Be able to identify issues of any kind in a quick and timely manner
- Assist with ticket taking, i.e. tearing tickets and directing guests to correct theatres
- Answer guest questions and relay any concerns to team leads and managers
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Days, Nights & Weekends**

### **Guest Service Representative – Part Time**

**Requirements:**

- Must be at least 18 years of age or older
- High school diploma or equivalent preferred but not required
- 1-2 years post secondary education preferred but not required
- At least two years previous guest service experience
- Previous cash handling experience required
- Must possess outstanding guest service skills
- Excellent written and verbal communication skills
- Knowledge of a POS system
- Must be able to pass a criminal background check

**Responsibilities:**

- Provide all callers and visitors to the guest service kiosks with prompt and courteous service
- Greet guests in a professional manner, providing requested information efficiently
- Assist guests with the purchase of MOA gift cards, merchandise and rental items such as strollers and electric carts
- Oversee monetary transactions using a computerized point of sale system
- Be able to account for all funds by accurately ringing sales and counting out
- Coordinate MOA lost and found program
- Listen to guest issues and direct the matter to appropriate staff for resolution
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Days, Nights & Weekends Required**

### **Character Performer – Part time**

**Requirements:**

- Must be at least 16 years old of age or older
- Provide excellent guest service
- Represent the Park with the highest degree of professionalism
- Good listening skills when dealing with guests, coworkers and supervisors
- Able to work within the character costume, i.e.: not claustrophobic or overly sensitive to excessive heat
- **\*Physical Notes:** Performer must be able to safely stand on hard surface floor for long periods of time. Bending, squatting and lifting are a regular part of the job and difficult to avoid. Character costumes range from 17-33 lbs of distributed weight depending on the costume. The weight of most costumes is focused primarily on the neck, shoulders and back. Both costume and cohort works has extreme temperature changes. The costumes can get

very hot and we wear “ice vests” to help keep the core of the body cool while inside the costume. Applicants must be in good physical condition.

**Responsibilities:**

- **\*The duties listed below include performance within a character costume as well as an out of costume character handler (cohort)**
- Entertain Park guests in a professional manner
- Perform to highest standards and act appropriately for family audiences
- Ensure safety of costumed characters while in an escorting role
- Maintain cleanliness of work environments both “onstage” and off
- May be asked to go on character appearances offsite or to represent company in the parades throughout the year
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Flexible**

**TO APPLY: Fill out application at [www.mallofamerica.com/employment](http://www.mallofamerica.com/employment) and click on “Entertainment Staff.” Once application has been filled out, please call 952-883-8540 to set up an audition.**

**SECURITY**

**\*\*Security Officer – Full time**

**Requirements:**

- High school diploma or equivalent
- Three months prior experience in a security/criminal justice related position
- Working knowledge of state and federal criminal justice statutes and law enforcement procedures preferred
- Must be able to meet the physical demands of the position including: frequent and sustained walking, occasional running, bending, stooping, squatting, twisting, crawling and frequent and extensive use of hands and arms
- Must be eligible to be licensed as a Security Officer in the State of Minnesota this requires that you have no record of conviction for crimes against persons or property as revealed through a fingerprint check with the Minnesota Bureau of Criminal Apprehension and/or the FBI
- Must possess outstanding guest service skills

**Responsibilities:**

- Patrol MOA property including mall common areas, service corridors and parking lots to provide protection for life and property
- Perform various guest relations activities including but not limited to providing directions to guests, assisting in the location of lost persons, cars, etc.
- Conduct periodic safety/fire inspections as assigned
- Complete and accurate reports as required, including incident, accident or personal injury reports
- Keep dispatcher and supervisors informed of all pertinent incidents and activities according to department guidelines
- Ensure the overall safety of the immediate work area as well as surrounding areas
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned including but not limited to typing, filing and other clerical or security related duties**

**Hours: Days, nights & weekends**

**\*\*P.E.P. Security Officer – Part time**

**Requirements:**

- Would be working primarily Friday and Saturday evenings, enforcing Mall of America parental escort policy
- Must be at least 18 years of age or older
- High school diploma or equivalent required, post secondary education preferred
- Must have good customer relations skills and have the ability to remain calm and effective in stressful situations
- No record of conviction for crimes against persons or property, must possess a valid driver’s license and must submit to drug and alcohol testing as a condition of employment
- Must be able to meet physical demands of the position including: bending, stooping, squatting, twisting, crawling and frequent and extensive use of hands and arms
- Ability to communicate effectively over the radio required

**Responsibilities:**

- Performing various guest relation activities
- Providing medical assistance when needed

- Documenting incidents and gathering information
- Performing other duties as assigned
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Friday & Saturday evenings, 3:30pm – 10pm**

**\*\*Security Youth Liason – Part Time**

**Requirements:**

- High School Diploma or equivalent required, post secondary education preferred.
- Good customer relations skills.
- Ability to remain calm and effective in stressful situations.
- Ability to accept direction.
- Ability to work variable shifts, which include nights, weekends, and holidays.
- Must be at least 18 years of age.
- Must be able to meet the physical demands of the positions including; frequent and sustained walking, bending, stooping, squatting, twisting, crawling, and frequent and excessive use of hands and arms.
- Ability to communicate effectively over the radio.
- Must have specialty experiences with youth such as probation officer, youth counselor, teacher, etc.
- Training in first aid, CPR, and related public safety skills.
- Must be eligible to be licensed as a Security Officer in the state of Minnesota: This requires that you have no record of conviction for crimes against persons or property as revealed through a fingerprint check with the Minnesota Bureau of Criminal Apprehension and/or FBI.
- Must submit to drug and alcohol testing as conditions of employment in the Security Department.
- Successful completion of an in-house 24 hour training program.
- Maintain an adequate level of physical fitness to perform duties of position effectively.

**Responsibilities:**

- Enforce the Parental Escort Policy.
- Escorting of youth to and from different locations on mall property.
- Liaison between youth guests and MOA Officers or MOA management.
- Perform various guest relations activities including but not limited to providing directions to guests, assisting in the location of lost persons, cars, etc.
- Provide outstanding internal and external guest service at all times.
- Respond to incident calls as directed by a dispatcher or supervisor; may provide first aid or CPR in life threatening situations; requests police or EMS services as necessary.
- Keep dispatcher and supervisors informed of all pertinent incidents and activities according to department guidelines.
- Complete accurate reports as required, including incident, accident, or personal injury reports.
- Monitor safety awareness practices among Mall staff and tenants; promptly identifies and reports hazardous conditions according to procedure.
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Friday & Saturday Evenings, 3:30pm – 10pm**

**\*\*Cash and Ticket Control Team Leader – Full time**

**Requirements:**

- Must be at least 18 years of age or older
- 2-3 years of cash handling experience in addition to lead teller experience
- Accounting skills preferred
- Ability to process information and properly document
- Excellent multi-tasking, detail-oriented and communication skills
- Ability to be timely and work well under pressure
- Ability to lead team members and delegate
- Must be able to pass both a criminal background check and a credit background check

**Responsibilities:**

- Ensure the security of all cash
- Report issues or concerns regarding employees to the NU Cash Office Manager
- Train new CATC associates as well as continuing education for present associates
- Responsible for the successful completion of the CATC associates daily job duties
- Responsible for daily accuracy of paperwork
- Accountable for cash drops find resolutions to arising problems or discrepancies
- Prepare bank deposits and accurately complete appropriate paperwork
- Deliver change to various areas of Nickelodeon Universe and Mall of America
- Answer guest questions and provide assistance when needed
- Resolve guest complaint phone calls in a timely manner
- Investigates credit card discrepancies with guests
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: 4pm-12am Monday-Friday, Open Availability on Weekends**

**\*\*Cash Office Associate – Part-time****Requirements:**

- Must be at least 18 years of age or older
- 2-3 years of cash handling experience required
- Accounting skills preferred but not required
- Bank teller experience preferred but not required
- Ability to process information and properly document
- Excellent at multi-tasking, detail-oriented and good communication skills
- Must be able to pass both a criminal background check and a credit background check
- Ability to be timely and work well under pressure

**Responsibilities:**

- Ensure the security of all cash
- Prepare bank deposits and accurately complete appropriate paperwork
- Audit accounting envelopes, coupons, deposit envelopes, etc.
- Balance vault draw and accurately complete appropriate paperwork
- Deliver change to various areas of Nickelodeon Universe and Mall of America
- Resolve guest complaint phone calls in a timely manner
- Investigate credit card discrepancies for guests
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: 4:00 pm – 12:00 am Monday-Friday, Open Availability on Weekends**

**\*\*Internal Maintenance Worker – Full Time****Requirements:**

- Able to safely operate power and hand tools a must
- Must be at least 18 years of age
- Ability to work a variety of shifts, including days, nights, weekends and holidays required
- Graduate of a trade or vocational school program in building maintenance or related field preferred
- Three to five years experience in building maintenance position required
- Skilled in painting, plumbing, and carpentry
- Knowledge of ceramic tile repair and installation helpful
- Advanced knowledge of building maintenance industry
- Ability to operate Aerial lifts up to 35'

**Responsibilities:**

- Paint common areas, offices and service corridor walls
- Repairs floor tiles, ceiling panels, and sheetrock walls
- Perform Marketing set ups; including stanchions, stages, chairs, and special assembly or construction for events
- Performs commercial plumbing repairs and clears drain stoppages
- Repairing doors, hardware, work with metal studs, and other related carpentry tasks

- Assist with promotional staging, performs other construction/assembly tasks and set up of promotional events
- Ensure the overall safety of the immediate work area as well as surrounding areas
- Provide outstanding internal and external guest service at all times
- Locates roof and tenant leaks
- Maintain and repair Mall of America property
- Provides support and assistance to maintenance team members and other departments as requested by supervisors
- Keeps maintenance log books up to date and accurate
- Perform other duties as assigned

**Hours: 3<sup>rd</sup> Shift**

**\*\*Support Equipment Maintenance Technician – Full Time**

***Requirements:***

- Must be at least 18 years of age
- Good mechanical aptitude
- Ability to safely use hand and power tools as well as diagnostic devices
- Good troubleshooting skills in electro/mechanical systems
- Work well within a team environment and independently
- Good oral and written communication skills
- Previous experience with the above mentioned equipment
- High School diploma or equivalent
- One year of technical training in electro/mechanical systems or auto mechanics
- Previous experience working in the service industry a plus

***Responsibilities:***

- Troubleshoot and repair electrical and mechanical systems on support equipment used within the organization, to include but not limited to, floor scrubbers and sweepers, extractors, burnishers, Cushman electric carts and forklifts
- Develop and perform required preventive maintenance procedures in order to minimize downtime
- Interact with operational staff on a daily basis to provide a high level of service and productivity
- Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned

**Hours: Monday-Friday, 6am-2:30pm**

**\*\*Maintenance Associate – Full Time**

***Requirements:***

- Must be at least 18 years of age or older
- Minimum of 2 years mechanical/electrical experience in commercial/industrial applications, or completion of a two year vocational technical program
- Knowledge in the basic principles or practices in one of the following areas: plumbing, mechanical, hydraulics or electrical
- Oral and written communication
- Skilled in one of the disciplines listed above

***Responsibilities:***

- Perform daily inspections on assigned attractions, assist technicians in repairs to equipment and to perform general maintenance functions as assigned
- Support Maintenance Technicians as assigned
- Properly document and communicate all pertinent information and problems
- Respond to trouble calls in a timely and professional manner
- Complete work orders in a timely and professional manner with safe and quality workmanship
- Interface effectively and courteously with co-workers
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Rotating shifts**

## **\*\*Specialty Leasing Rep – Full Time**

### ***Requirements:***

- Must be at least 18 years of age or older
- Bachelors degree in a business related discipline
- 1-2 years of general business, sales, leasing or retail experience
- Basic math and accounting skills
- Well developed interpersonal and negotiating skills
- Effective oral and written communication skills
- Resourcefulness, creativity and well developed awareness of design principles
- Some overnight travel may be required

### ***Responsibilities:***

- Locate, identify, evaluate and recommend potential Retail Development Program (RDP) tenants for both common area and inline vacancies
- Negotiate RDP Leasing Agreements
- Report to and work with the Specialty Leasing Manager to achieve property and overall RDP program goals and objectives
- Participate in RDP-related administrative duties
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: 8:30am – 5pm**

**HOW TO APPLY: Please submit a resume to [resumes@mallofamerica.com](mailto:resumes@mallofamerica.com). Please put “Specialty Leasing Rep” in the subject line.**

## **\*\*Public Relations Coordinator – Full Time**

### ***Requirements:***

- Bachelor’s degree in Journalism with 1-2 years experience in media relations or journalism
- Strong verbal and written communication skills
- Previous experience pitching stories to media
- Previous experience producing press releases, letters and memos
- High level of creativity, initiative and flexibility
- Knowledge of computer and word processing applications

### ***Responsibilities:***

- Research, write and coordinate distribution of all MOA media materials including press releases and weekly calendar announcements. Oversee intern who assists in drafting media advisories.
- Effectively pitch events and new stories to the media and foster strong relationships with local media including reporters, producers and editors
- Pitch and manage media segments featuring MOA Trend Specialist
- Manage the clipping service; document, summarize and distribute circulation and ad value information on a monthly basis and generate media reports and recaps for MOA special events, holidays and year-end – over see and train intern in compiling media coverage reports
- Research big ideas and opportunities to bring more exposure to MOA
- Assist in coordinating live media coverage in MOA
- Assist in implementing day to day media requests specifically article fact checks and photo requests
- Assist in planning, implementing and promoting all major media events
- Act as spokesperson for Mall of America on events/smaller projects
- Assist Digital PR specialist in project management/strategy/advising management relating to digital properties including social media, website content, mobile marketing
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Mondays – Saturdays**

**HOW TO APPLY:** Please submit a resume to [resumes@mallofamerica.com](mailto:resumes@mallofamerica.com). Please put “Public Relations Coordinator” in the subject line.

**\*\*Social Media Intern - Seasonal**

**Requirements:**

- Pursuing a degree in Public Relations, Journalism or Interactive Media
- Strong knowledge of computer and word processing applications
- Some knowledge of using social media tools for business
- Some knowledge of emerging technology platforms
- Some fluency with WordPress
- Good verbal and written communication skills
- Strong organizational skills and ability to manage multiple assignments simultaneously
- Assertive with a “can do” attitude and able to work independently as well as be a team player
- Flexibility in schedule

**Responsibilities:**

- Assist in monitoring and updating social media channels
- Assist with compiling social monitoring reports
- Assist with general PR needs including ordering necessary supplies, generating documents, record keeping, filing, etc.
- Research creative and innovative ideas to promote MOA and MOA events through digital channels
- Assist with community management activities; answer guest’s questions and provide assistance when needed
- Reflect MOA voice and tone in all communications
- Work across departments to assist in implementation of social media strategy
- Maintain the safety and cleanliness of the facility
- **Due to the team focused environment of the company, employees may be asked to provide support in other work areas as needed, performing other duties that may be assigned**

**Hours: Mondays – Saturdays**

**HOW TO APPLY:** Please submit a resume to [resumes@mallofamerica.com](mailto:resumes@mallofamerica.com). Please put “Social Media Intern” in the subject line.

**\*\*How To Apply:** Please fill out an online application at: [www.mallofamerica.com/employment](http://www.mallofamerica.com/employment) OR apply according to the specific posting’s instructions. Thank you.

**EOE/AA**