



# Mall of America®

## Current Employment Opportunities

### November 16<sup>th</sup>, 2009

(\*\*) 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\*\***

#### **\*\*Ride Service Associate – Seasonal**

##### ***Requirements:***

Previous guest service experience is preferred.

Walk, stand & bend for long periods of time.

Excellent communication skills and superior guest service skills required.

##### ***Responsibilities:***

Operate mechanical rides, following safety rules.

Provide excellent guest service.

Ensure the overall safety of guests while on the ride as well as in the ride area

Oversee the cleanliness of the ride area by sweeping floors, wiping down the ride and emptying trash containers.

**Hours: Nights & Weekends**

**Salary: \$9.00 per hour**

#### **Cashier-Foods – Seasonal**

##### ***Requirements:***

Previous cash handling experience.

Previous guest service experience.

##### ***Responsibilities:***

Provide the best guest service possible.

Perform necessary tasks in setting up and serving food items.

Ensure standards of personal hygiene, food safety and sanitation are met and maintained.

Maintain product knowledge of food items and ingredients

Complete all monetary transactions accurately and timely

Perform miscellaneous duties as assigned.

**Hours: Nights & Weekends**

**Salary: \$9.00 per hour**

#### **Souvenir Photo Associate – Seasonal**

##### ***Requirements:***

Cash handling experience required.





Basic knowledge of computers preferred.  
 Excellent guest service and communication skills are required.  
 Suggestive selling techniques are helpful.

**Responsibilities:**

Assist guests in the purchasing of souvenir photographs.  
 Print photos generated from a computerized system.  
 Collect and dispense funds.  
 Provide excellent guest service.

**Hours: Days, Nights & Weekends**

**Salary: \$8.30 per hour**

**Roaming Photographer – Seasonal**

**Requirements:**

Previous cash handling experience.  
 Previous guest service experience.  
 Experience using a digital camera and computer.  
 Previous photography experience preferred.  
 Must be able to pass a criminal background check.

**Responsibilities:**

Take photo's of guests interacting with Nickelodeon characters.  
 Download photo's from camera to computer.  
 Use computer system to create customized photo's for guests.  
 Assist guests in the purchase of photo's.  
 Answer general guest questions efficiently and politely.  
 Provide the best guest service possible.  
 Perform miscellaneous duties as assigned.

**Hours: Days, Nights & Weekends**

**Salary: \$9.00 per hour**

**Custodian I – Seasonal**

**Requirements:**

Ability to work independently.  
 Lift and move up to 40 pounds on a regular basis.  
 Previous housekeeping/custodial experience preferred but not required.  
 Proficient written and verbal communication.

**Responsibilities:**

Empty trash bins throughout Nickelodeon Universe and Mall food courts.  
 Clean and stock restrooms.  
 Sweep, mop and vacuum floors.  
 Wash walls, pillars and common areas.  
 Perform other duties as assigned.

**Hours: Days, Nights & Wknds**

**Salary: \$9.00 per hour**

**\*\*Guest Services – Seasonal**





***Requirements:***

High school diploma or equivalent.  
One year prior experience in a guest service related position.  
Previous cash handling required.  
Excellent written and oral communication skills.  
Knowledge of Microsoft Excel, Word, and Outlook  
Must be able to pass a credit/criminal background check

***Responsibilities:***

Provide outstanding service to all guests of MOA and Nickelodeon Universe.  
Assisting guests with the purchasing of MOA gift cards.  
Renting equipment such as strollers, wheelchairs and electric carts.  
Providing information and direction to guests.  
Assist with resolution of guest complaints and problems.

**Hours: Days, nights & weekends**

**Salary: \$9.71 per hour**

**SECURITY**

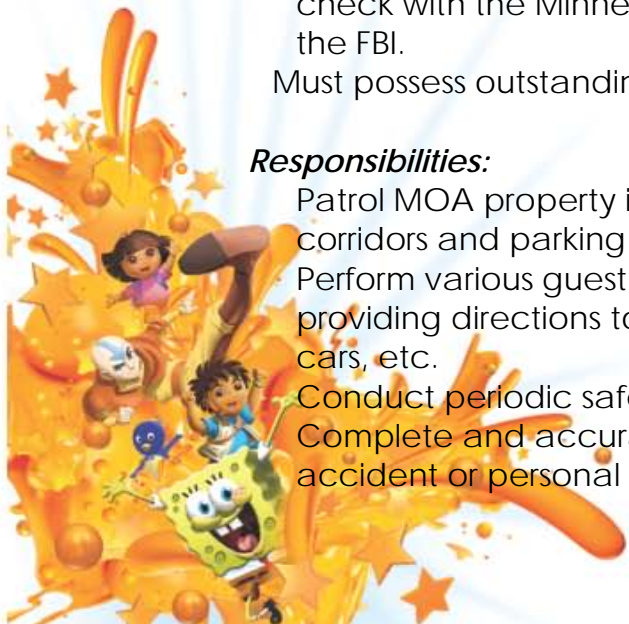
**\*\*Security Officer – Full time (Currently Accepting Applications Only)**

***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



**Hours: Days, nights & weekends**

**Salary: \$13.17 per hour**

**\*\*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: frequent and sustained walking, 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

**Hours: Fri. & Sat. evenings, 3:30pm – 10pm Salary: \$11.88 per hour**

**\*\*Special Operations Officer – Full Time**

***Requirements:***

Must be 18 years of age or older

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 MN Bureau of Criminal Apprehension and/or the FBI.

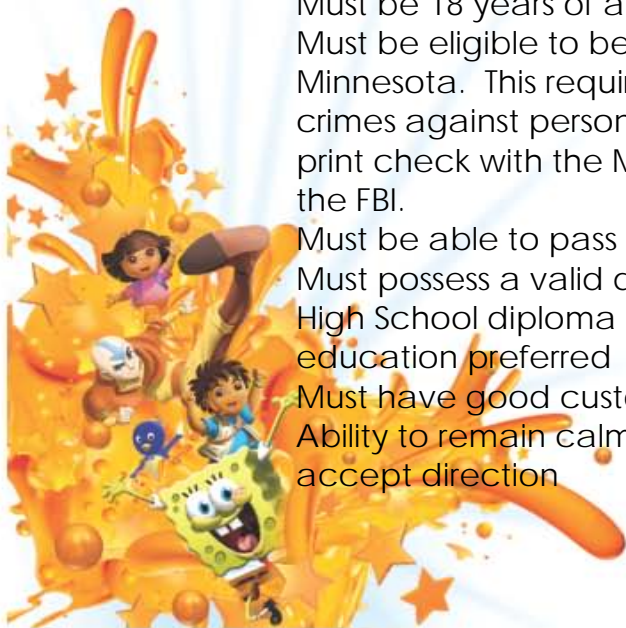
Must be able to pass medical exam

Must possess a valid driver's license

High School diploma and equivalent required, post secondary education preferred

Must have good customer relations skills

Ability to remain calm and effective in stressful situations; ability to accept direction





Strong verbal and written communication skills  
Ability to communicate in languages other than English preferred  
Ability to process information rapidly and make sound decisions  
Ability to communicate effectively over the radio  
Ability to work variable and/or rotating shifts, which include nights, weekends and holidays  
Training in first aid, CPR and related public safety skills preferred  
Working knowledge of state and federal criminal justice statutes and law enforcement procedures preferred  
Sales or customer service experience preferred

***Responsibilities:***

Patrols MOA property, including mall common areas, service corridors and parking lots to provide protection for life and property  
Interviewing people displaying suspicious behavior and identifying suspicious objects and vehicles  
Conducts periodic safety inspections as assigned  
Monitors safety awareness practices among Mall staff and tenants and promptly identifies and reports any hazardous conditions according to procedure  
Provide outstanding internal and external guest service at all times  
Writes and completes accurate reports as required  
Keeps dispatcher and supervisors informed  
May be assigned to vehicle inspections, special events, escorting VIPs or to a stationary post to monitor access to restricted areas  
Complete special projects as assigned

**Hours: Variable and/or rotating shifts, including nights, weekends & holidays**

**FACILITIES**

**\*\*Custodian Team Lead (Mall) – Fulltime**

***Requirements:***

High school diploma or equivalent preferred  
Previous leadership experience is a plus  
Skills in personal time management and multi-tasking  
1-2 years previous experience in a housekeeping/custodial environment  
Excellent communication skills  
Successfully pass a criminal background check and a drug test screening

***Responsibilities:***

Assist and direct the day to day activities of the housekeeping department  
Manage staffing levels to provide the best combination of service and budgeted labor



Assist with personnel issues and providing good leadership  
Perform the duties of the Custodians as needed

**Hours: 1<sup>st</sup> Shift**

**Salary: \$11.88**



**\*\*External Maintenance – Full time**

***Requirements:***

- 6-12 months experience using outdoor equipment (mowers, weed trimmers, tractors).
- Knowledge about safe handling and operations of landscaping and janitorial equipment.
- Lift and move up to 40 pounds on a regular basis.
- Must possess valid Minnesota Drivers License.

***Responsibilities:***

- Sweeps and cleans landscaped areas, parking lots, docks and sidewalks.
- Performs landscaping duties such as mowing, trimming and watering.
- Performs snow removal duties using tractor with plow, snow blower and shovel.
- Empties trash containers.
- Perform other duties as assigned.

**Hours: 1<sup>st</sup> & 2<sup>nd</sup> Shift**

**Salary: \$9.71 per hour**

