



| I. JOB DESCRIPTION | | | |
|----------------------------------|--|--|--|
| I.1 | Identification Facts | | |
| Area | <i>Functional</i> | KidZania Ministry | |
| | Entry and Exit Counters | Immigration | |
| Contribution Level | Sr. Zupervisor | | |
| Organizational Level | 3 | | |
| KidZania Government Level | Metropolitan | | |
| KidZania's Key Position | <input type="checkbox"/> Yes | | <input checked="" type="checkbox"/> No |
| Position Location | <input type="checkbox"/> State Offices | | <input checked="" type="checkbox"/> Facility |
| Contract Type | <input checked="" type="checkbox"/> In House | <input type="checkbox"/> Shared Services | <input type="checkbox"/> Outsourced |

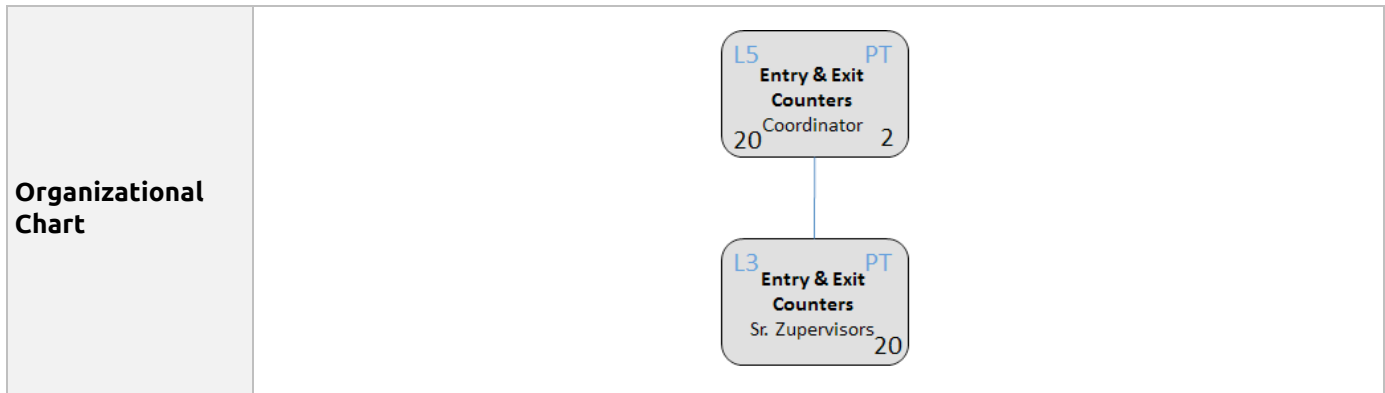
| I.2 | Scope |
|-------------------------|--|
| Position Summary | The Entry and Exit Counters Sr. Zupervisor performs the facility's access control and ticket sales including families and groups in compliance with KidZania's Entry and Exit Counters policies and procedures, this including customer complaints reception, solution (if possible) and transference to the corresponding department. |

| I.2 | Scope |
|---------------------------------|--|
| Responsibilities | <ul style="list-style-type: none"> • Perform ticket sales according to KidZania’s standard and role-play script • Provide visitors with updated key information, such as closed areas or establishments, on-going events, food and beverages combos, promotions and discounts • Apply promotions and discounts • Ensure swift and efficient access and departure for all visitors according to KidZania’s service standards • Support coordinator in transportation logistics, this meaning the reception, boarding and departure of group visits • Access bracelets placement, log and removal, according to KidZania’s service standards and provide each visitor with their boarding ticket, kidZos check and KidZania city map • When required, performed bracelets and workstation cleaning • Ensure workspace cleanliness and proper functioning • Register the cash fund and checks log, and pick up at the Facility’s Administration Department when the shift starts and report accurate cash flow and funds updates per shift according to KidZania’s standard procedures • Attend complaints, provide solution if possible or transfer them to the appropriate department • Invite visitors to fill in their complaints in KidZania’s feedback template • In case of any emergency, provide support and assistance according to KidZania’s safety and security procedures • Provide support to other Establishments when Coordinator or Manager prompts it |
| Key Project Deliverables | <ul style="list-style-type: none"> • Discounts Binder, updated and available at all times • Weekly and Monthly access control Report • Maintenance and Consumables Report Work Orders |



| | |
|-----------------------------------|---|
| I.2 | Scope |
| Key Performance Indicators | <ul style="list-style-type: none"> • Quality Index • Customer Satisfaction Score • Combos Sales Target |

| | | |
|------------------------------|-------------------------------------|--|
| I.3 | Key Relationships | |
| Reports to | Entry and Exit Counters Coordinator | |
| Direct Reports | None | |
| Indirect Reports | None | |
| Internal Interactions | Area | Purpose |
| | Safety and Security | Visitor access and departure control, related situation solution |
| | Janitorial | Assistance in work station maintenance and cleaning |
| | Information Technologies | Bracelet ID control |
| | Customer Service | Provide support in handling complaints |
| | Facility's Administration | Cash flow, funds management, discounts and promotions application |
| | Group Sales | Assistance with pre-sales and information distribution |
| External Interactions | Area | Purpose |
| | Visitors | Ensure the first impression of the KidZania experience goes according to the Entry and Exit Counters operational standards |



| II. JOB PROFILE | |
|--------------------------------------|---|
| II.1 | Qualifications |
| Educational Background | Business Management, Customer Service, Hospitality Management |
| Educational Degree | High School diploma Desirable Bachelor's degree in progress |
| Work Experience | Experience in Customer service is highly desirable |
| Position's Specific Knowledge | <ul style="list-style-type: none"> Basic use of Microsoft Office |
| Languages | Intermediate Level of English |
| II.2 | Competencies |
| KidZania's | Quality Focus, Driving Results, Creativity and Innovation |
| By Government Level | Service Focus, Active Listening |
| By Functional Area | Process Management, Safety Focus, Time Management |
| II.3 | Requirements |
| Travel | None |
| Working | By shifts, on weekends and with challenging customers (adults and kids) |

| II.2 | Competencies |
|----------|---|
| Physical | Remain in a standing position for extended periods of time without sitting down |