



BEYOND LASER TAG: YOUR INDOOR WAR

MANAGER POSITION

Hard Knocks: The nation's first indoor combat simulation arenas open for entertainment, corporate team building and law enforcement training. Featuring 30,000 square feet of urban-themed combat arenas and Orlando Florida's largest, most advanced Gaming Lounge. Far beyond laser tag our brand of combat is perfect for recreation, corporate team building, bachelor parties, youth groups, entertainment, summer camps and law enforcement training.

www.IndoorWar.com

The Hard Knocks Manager provides leadership and direction to the team by exercising independent judgment and discretion in order to successfully execute company strategies. This position must exude the excitement, professional presence and confidence needed to protect and drive brand integrity. This includes but is not limited to the ability to act with great integrity and business maturity, build trust, be approachable, listen to others, drive and manage change, and ensure that all decisions are made in the best interest of the business. The Hard Knocks Manager drives and monitors location performance through sales management, operational and personnel functions, as well as staff productivity. This position drives results through creating short plans and long-term strategies, processes, and events that create a positive entertainment experience for customers. The Hard Knocks Manager leads company initiatives, and ensures maximum productivity, profitability, and compliance with company procedures and should consistently demonstrate and act in accordance to Hard Knocks expectations. It is imperative that the Hard Knocks Manager creates a positive environment that develops and engages their people, generates sales and promotes operational excellence.

Responsibilities:

- Makes strategic business decisions based on long and short-term objectives and global perspective ensuring alignment to Company initiatives
- Exercises independent judgment and discretion in establishing business objectives and in driving and delivering results
- Leverages systems, while understanding the processes and procedures necessary to get results
- Measures and monitors progress and results against key targets
- Embraces company driven promotional and marketing campaigns that support the brand
- Operates proactively but is able to course correct when necessary
- Performs Manager on Duty responsibilities including opening and closing the store.
- Opens and closes the store in accordance with company standards
- Monitors daily payroll planner when opening store, and adjusts schedule accordingly
- Practices and ensures all company policies and procedures are followed
- Executes all activities related to Risk Management & Safety
- Ensure location is compliant with daily cleaning according to the best practices
- Creates and fosters a culture that ensures the customer is the focus of all activities
- Ensures brand integrity in all aspects of operation
- Maintains an efficient, service friendly environment
- Partners closely with Owners on team selection decisions
- Work cooperatively with the Group Sales department to deliver world class service for multiple large group customers
- Accurately assesses individual associate performance providing the appropriate level of performance feedback
- Stimulates growth in self and others through coaching, training, and development conversations
- Develops high-performing associates
- Builds a creditable succession plan with strong talent pipeline
- Addresses poor performance. Initiates and administers corrective action when necessary. Ensures timely follow-up
- Develops team to execute company programs and processes by prioritizing, simplifying and following up to achieve desired results
- Retains and personally mentors great team members
- Keeps team and self focused on what's important to the business and communicates clear objectives

Qualifications:

- Demonstrated ability to assess and develop talent
- Established time management prioritization and organizational skills
- Demonstrated ability to motivate and lead functional teams to deliver results
- Excellent communication skills and proven ability to effectively communicate with all levels of an organization
- Proven performance management skills
- Demonstrated high level of integrity
- High School Diploma with some college required
- BA/BS degree or equivalent preferred
3-5 years of retail management experience preferred
- Ability to lift a minimum of 20 lbs.
- Ability to communicate effectively with customers and store personnel
- Ability to work a flexible schedule to meet the needs of the business, including evening and weekend shifts
- Must project an athletic professional image including no tattoos or visible piercings (besides the ears)

Hard Knocks

5707 Dot Com Court, Suite 1025 Oviedo, FL 32765

407.359.9091

Fax: 321.244.0305

Roles@IndoorWar.com

www.IndoorWar.com