

## OPERATING SUPERINTENDENT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this position is responsible for the operation of customer attractions at Playland Amusement Park, including rides as well as beach, pool and ice casino activities. Independent judgment is required in supervising and coordinating the work of a large number of seasonal employees operating rides or working at other attractions within the park. Responsibility also involves substantial public contact and the ability to resolve customer issues, and respond to complaints. Supervision is exercised over a large number of seasonal and hourly personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative only)

Participates in the selection, scheduling, and training of seasonal employees who operate the attractions at Playland and assigns them to appropriate stations;

Supervises the training of seasonal employees; ensures that all employees are provided materials relating to both departmental and County protocols;

Represents Playland in handling customer complaints or comments by dealing directly with patrons as needed, and/or preparing written responses for review by supervisors;

Inspects the facilities continuously to ensure safety procedures are followed and to ensure cleanliness, adequate staffing, and crowd control;

Schedules employees in the Ice Casino, schedules classes, leagues, meets;

Participates in all aspects of managing the facilities within the park;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the operating procedures and policies of Playland Amusement Park and Ice Casino; thorough knowledge of the safety rules and regulations of the park; good knowledge of the principles of sound public contact; good knowledge of the principles of supervision; ability to organize and direct a large group of employees; verbal skill; ability to coordinate operations with other departments; ability to deal effectively with the public; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and seven years of experience in a recreational facility which must have included substantial public contact, including or supplemented by two years of supervisory experience.

SUBSTITUTION: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to four years of the required experience. There is no substitution for the supervisory experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.