

PARK OPERATIONS MANAGER - PLAYLAND

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Director of Playland, an incumbent manages, through subordinate supervisory staff, the operation of the amusement park, including rides, attractions, pool, and other facilities as assigned. The incumbent ensures that they are safe, clean and appropriately staffed and maintained for public enjoyment, in accordance with Park policies. Responsibilities include managing the activities of Playland and ensuring the safety of a large number of seasonal employees who operate attractions. The incumbent has a substantial amount of public contact. Supervision is exercised over subordinate employees. Does related work as required.

EXAMPLES OF WORK: (Illustrative only)

Recruits, trains, directs and evaluates approximately 400-600 seasonal amusement employees and several full-time annual staff who operate the amusement park and related facilities;

Develops work schedules for seasonal staff members to maximize coverage for the amusement park, maintaining accurate and timely records of all training and maintains operational records and reports;

Reviews park performance and develops and implements initiatives to enhance productivity, safety and compliance in order to improve operations and profitability;

Oversees amusement park operations of contractors having Playland Park license agreements, employing approximately 400 additional seasonal amusement park employees;

Inspects and monitors the condition of facilities and rides to ensure safe and proper operation;

Coordinates, with the maintenance division, the work of maintaining Playland Park, including rides, attractions, pool filtration systems, etc; to ensure a healthy and safe environment;

Analyzes costs associated with staffing and the maintenance of individual rides, attractions and park functions and implements cost-effective modifications to staffing and maintenance structures;

Participates in the preparation of the amusement park budget including the establishment of hourly staff patterns at each ride and for other functions such as public convenience and refuse removal;

Prepares and updates training manuals for over fifty amusement park rides;

Receives and answers complaints, questions, compliments for the purpose of improving quality of service;

EXAMPLES OF WORK: (Illustrative only) (Cont'd)

Ensures the safety rules and regulations are adhered to by Park patrons and staff according to established policies and laws for the well being of all;

Oversees and participates in pre-opening preparations and end of season shutdown procedures;

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the operating procedures, policies, and equipment associated with amusement park operations; thorough knowledge of safety regulations for amusement park rides and attractions; thorough knowledge of swimming pool safety, operations and maintenance; good knowledge of the principles and practices of staffing and the supervision of seasonal workers; working knowledge of maintenance issues related to amusement park operations; ability to plan, lay out and supervise the work of others; ability to manage large gatherings of people tactfully and effectively; ability to prepare accurate written reports; ability to analyze staffing needs at individual rides and attractions; ability to analyze and manage costs of operation at individual rides; 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; emotional maturity; initiative; resourcefulness; good judgment, physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) a Bachelor's Degree* in Recreation, Park Management, Business Administration, Public Administration, or a closely related field and two years of experience where the primary function of the position was operational or administrative responsibility for one or more parks or recreation facilities with multiple functional areas (pools, sports fields, beaches, bathhouses, trail, recreation center, golf course, etc.), which must have included responsibility for scheduling, planning, budgeting and related administrative functions as well as the supervision of staff; or (b) a Bachelor's Degree* and four years of experience as described in (a), two years of which must have included responsibility for scheduling, planning, budgeting and related administrative functions, as well as the supervision of staff.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating 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 Department of Education as a post-secondary, degree-granting institution.

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Job Group: XI