

## JOB DESCRIPTION

**Position:****RIDE OPERATOR**

*\*\*Minimum age 17years\*\**

**Department:**

PARK OPERATIONS

**Responsible To:**

Head of Park Operations or in their absence the Assistant Park Operations Manager

**Position Type:**

SEASONAL

Ref: PO\_RO1218



### What We're Looking For

Friendly, enthusiastic individuals to become members of the Park Operations department. You will join a dedicated team whose primary responsibility is to ensure the safe, secure, efficient and accurate control of all guests using the rides and attractions.

### What You'll Need

- ✓ You will need to be able to communicate confidently and assertively along with having the ability to deal with challenging situations with the capacity to listen to feedback, remain calm under pressure and take decisive action.
- ✓ The capacity to deliver good results within agreed timeframe.
- ✓ Be able to build effective team relationships and actively contribute to the team.
- ✓ Be presentable at all times with the right 'can-do' attitude in order to deliver excellence.

### What You'll be Doing

- ✓ Ensuring that strict operating procedures are adhered to and allowing appropriate entry whilst ensuring heights/ ages are checked and that all guests are eligible to use the ride or attraction safely.
- ✓ Delivering excellent customer service. Assisting guests on and off rides in line with operating procedures, greeting guests and engaging in conversation where possible, ending your interaction with a passing pleasantry. Being ready to assist guests with any queries they may have.
- ✓ Prepare the assigned work area at the start of the day including any paperwork and ensure that you are fully conversant with the operation, procedures and rules.
- ✓ Ensure that the area is ready to receive guests.
- ✓ Constantly observe the operation ensuring guests are using the equipment correctly and the surrounding area is secured.
- ✓ Monitor the equipment to ensure there are no abnormalities. Report immediately but discreetly any defects or unusual occurrences.
- ✓ Close down area when instructed by a member of the Operations management team ensuring the area is left clean and tidy for the next day.
- ✓ Carry out duties within car park and cleaning functions as directed.
- ✓ Assist with any other area of the department as required or instructed by the departmental management team.
- ✓ Ensure Daily Operations Sheet are correctly completed and returned at the End of the Day.

### ***When You'll Be Doing It***

- ✓ This is a seasonal position which includes weekends, school and bank holidays. Hours will be rostered in advance and vary dependent on the time of year. Flexibility is required in order to meet peak and off peak demands of the business.

### ***What You'll Get***

- ✓ Branded Uniform (varies by job role/ department). In addition any items you are expected to supply should be smart and appropriate. It is your responsibility to keep all items clean, laundered and presentable at all times.
- ✓ Complimentary staff tickets.
- ✓ Discounted tickets to Christmas at Paultons.
- ✓ 25% discount across retail outlets whilst on duty.
- ✓ Free Parking.
- ✓ Auto enrolment to a pension (subject to qualifying criteria).
- ✓ Subsidised food and free drinks.
- ✓ Hourly wage paid weekly.