

JOB DESCRIPTION

Position:**RIDE OPERATOR**

Minimum age 17years

Department:

PARK OPERATIONS

Responsible To:

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

Position Type:

SEASONAL

Ref:

PO_RO916



What We're Looking For

As a member 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.

The role is very varied and you could be working in any area within the Park Operations Department including operating the rides, costume characters, car parking, litter picking and any other ad hoc duty that may arise within the department.

This is a challenging role that requires the very best customer service skills in a challenging and pressurised environment.

What You'll Need

- ✓ You will need to be able to communicate confidently and assertively along with 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 and inspire others to focus on achieving good results and targets.
- ✓ 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.
- ✓ 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 i.e. it is clean, seating is dry and the area is litter free.
- ✓ 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 discretely 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, cleaning and costume character 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 enrollment to a pension (subject to qualifying criteria).
- ✓ Subsidised food and free drinks.
- ✓ Hourly wage paid weekly.