

JOB TITLE: Director of Operations

ORGANIZATIONAL STRUCTURE: Reports to the General Manager

FLSA STATUS: Exempt

DEPARTMENT: Operations



POSITION SUMMARY: This position is responsible for the direction, efficiency and responsiveness of park operation departments including Ride Operations, Admissions and Guest Service, Security, Shows, Park Services, Parking, Aquatics, and Risk Management /First Aid/Safety.

KEY DUTIES AND RESPONSIBILITIES

- Assist and advise corporate management in the creation and implementation of operating policies and standards affecting departments within the Operations Division
- Oversee the implementation and execution of department training programs to achieve and reach compliance with industry standards.
- Develop and sustain a safe, efficient, professional, respectful, and courteous culture within the company.
- Establish and maintain superior product and service operating standards for all park operating departments.
- Observe & report park operating conditions and situations to General Manager.
- Establish goals and objectives for departments and track follow-through to ensure attainment.
- Manage General Liability issues for the Park.
- Research, analyze and monitor projects to ensure adoption of best practices.
- Develop, review and maintain budgets with Department Managers.
- Report to corporate officers associated with departments listed above.
- Establish and maintain positive working relationships with appropriate community officials and business leaders.
- Participate in the Duty Manager program as assigned.
- Oversee all aspects of Fright Fest operations, including hiring, construction, daily operations, and tear down.
- Other duties as assigned.

SKILLS, REQUIREMENTS, AND QUALIFICATIONS:

- Minimum five (5) years Operations management experience; preferably in a theme park environment.
- A BA/BS degree in Business Management or related discipline preferred.
- Demonstrated ability to accomplish goals through motivation and delegation, as well as through established systems.
- Ability to evaluate processes and procedures and recommend efficiencies and process improvements.
- Outstanding skills in organization, budget control, and guest service.
- Excellent motivational, leadership and team-building skills.
- Excellent written and verbal communication skills.
- Advanced computer proficiency.
- Must be able to work varied shifts, including holidays and weekends.
- Ability to work a flexible schedule, including nights, weekends, holidays and overtime.
- Must be able to travel.
- Must possess a valid Driver's License.
- Professional appearance essential.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; and stoop, kneel, crouch or crawl. The employee is occasionally required to sit and climb or balance. The employee must regularly lift and/or move up to thirty pounds, frequently lift and/or move up to fifty pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Work environment: While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level is generally moderate to high.