

ASSISTANT GAMES MANAGER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for the operating effectiveness of the various amusements and areas of Playland Amusement Park. The incumbent acts as roving manager and troubleshooter to insure smooth operations and good public relations. Supervision is exercised over a large number of seasonal personnel who operate the rides, amusements and other areas of Playland Amusement Park. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises and trains personnel operating rides, games and concessions, ice rink, and maintaining the grounds and comfort stations;

Inspects facilities daily to ensure that all employees are at their assigned stations and are appropriately uniformed at the opening of the Park;

Checks the operation distribution sheet against time cards to control time and attendance of employees;

Assists the public in locating rides, transportation facilities and lost children;

Resolves complaints and disputes, issues refunds when warranted and refers complaints to supervisors as necessary;

Handles all lost-and-found matters, including the receipt of patrons' claims listing the articles turned in, assisting the patrons in finding lost articles, recording and turning over to the police unclaimed articles;

Inspects all activities throughout the day to ensure that safety measures are being observed, that employees are properly uniformed, and that all operations are run in accordance with the rules and regulations of Playland Park;

Reports mechanical troubles to the maintenance division, shutting rides when necessary, and follows up on their satisfactory repair, refers other problems to public safety, first aid, etc. as appropriate;

Supervises the ticket sellers and takers to ensure they are working in accordance with procedures and that they have sufficient tickets and change;

Inspects the grounds and facilities for cleanliness;

Relays accident reports from the First Aid Station to appropriate supervisors;

Maintains a relief schedule for all operators;

Inspects the wading beach and picnic groves;

Inspects the Ice Casino for cleanliness, adequate staffing, proper operation, etc.

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

Completes the Daily Operations Report to be signed by the Duty Officer and submitted to Playland management;

Performs miscellaneous painting, mechanical or electrical maintenance work during off-season and participates in the operation of the ice casino;

Acts for the Games Manager - Playland in his absence;

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.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the location, proper usage, and safety factors involved in all attractions at Playland; thorough knowledge of the operating policies and procedures of the Park; ability to get along with others; ability to supervise others; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; reliability; initiative; good judgment; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and four years of experience which must have involved the training and supervision of employees.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.