

ASSISTANT OPERATING SUPERINTENDENT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Operating Superintendent or Park Operations Manager, the incumbent assists in the supervision of daily operations of assigned areas at Playland Amusement Park, including rides, amusements, ice casino, beach, etc, but excluding the pool. Incumbents supervise seasonal and temporary employees who operate rides, sell and collect tickets, clean the park, the ice casino, etc. The Assistant Operating Superintendent acts as roving manager, patrolling the park to ensure employees are in place, performing their assigned duties in accordance with established procedures, and ensures smooth operations and good customer relations. During the amusement park season, the incumbent works weekends and late hours, and may be "in responsible charge" of the park. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists with supervision and training of part-time and seasonal personnel operating rides and maintaining the amusement park and its amenities;

Inspects facilities daily to insure that all employees are appropriately uniformed and are at their assigned stations and ready to begin work when the park opens;

Checks operating distribution sheet of personnel who are absent against the time cards;

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

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

Notifies appropriate parties when trouble arises, requesting maintenance, first aid, public safety, etc. when appropriate;

May supervise ticket takers and sellers, insuring they are performing work in accordance with procedures, that they have sufficient tickets or change, that they are barring intoxicated and disorderly persons from the attractions, and that no cigarettes are allowed to enter the facility;

Inspects the grounds/and facilities for cleanliness;

Checks the first aid stations for serious injuries;

Coordinates the relief schedules for all operators;

Inspects the wading beach for safety and proper use;

Assists in the operation and maintenance of the Ice Casino, including the facilities, programs and amenities;

EXAMPLES OF WORK: (Cont'd.)

May receive complaints and settle disputes with patrons, approving refunds when warranted and referring matters to supervisors when necessary;

May handle lost-and-found matters, including receiving claims from patrons, listing all articles turned in, assisting patrons in finding lost articles and turning over to the police department all unclaimed articles;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the location, proper usage and safety factors involved in all the attractions at Playland Amusement Park and Ice Casino; thorough knowledge of the operating policies and procedures of the park; ability to supervise the work of others; ability to effectively use computer applications or other automated systems such as point of sale, registration, spreadsheets, word processing, calendar, e-mail and database software; ability to get along well with others; reliability; initiative; good judgment; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school diploma and five years of experience in which the primary function of the position was in amusement park or ice rink maintenance or operations.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to for years of the above stated 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.

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