

JOB TITLE: Supervisor – Operations (Ride Operators, Daily Park Operations)
CLASSIFICATION: Full Time, Hourly
LOCATION: Oakland Children's Fairyland
699 Bellevue Avenue
REPORTS TO: Park Manager, Operations

Children's Fairyland is a non-profit storybook theme park dedicated to stimulating a child's imagination, creativity and desire to learn through fairytales, storybook sets, play-acting, gentle rides, arts and crafts, animals and related storytelling programs. Fairyland opened in 1950 its 10 acres of landscaped gardens house storybook sets, gentle farm animals, child-sized rides, the longest running puppet theatre in America, a renowned children's theatre program, talking story book boxes activated by the iconic magic key. On the shores of Lake Merritt in downtown Oakland, Fairyland serves over 220,000 guests per year, Children's Fairyland is a valuable community resource that promotes literacy and celebrates diversity.

POSITION SUMMARY

The Supervisor, Operations is responsible 1) courteously ensuring the safety of guests by training, and monitoring Ride Operators and Gate staff, 2) ensuring that our ride operators and gate staff provide exceptional customer service to our guests, 3) assisting the Park Manager with the day to day operation of the park. This includes leading, training, and monitoring duties of various team members, as well as communicating with other departments and vendors, problem solving, and working closely with all members of the organization.

Rides & Admissions

Responsible for scheduling; training; monitoring the performance of Ride Operators and Gate attendants; adhering to all safety procedures and regulations; daily cleaning; managing height requirements; troubleshoot and resolve problems; and contact the appropriate departments or vendors as needed to resolve issues. Responsible for ensuring all cash handling and park policies and regulations are followed.

Day to Day Operations Support

This position supports the Park Manager in handling staff shortages; recruiting, hiring, training; monitoring performance and coaching and counseling as well as a variety of administrative tasks.

Daily operations include being able to support or troubleshoot: customer service issues; cash handling and POS; IT issues; monitoring the cleanliness of the park and employee areas throughout the day; preparing daily deposits and change banks; running reports; maintaining all logs of accidents, evaluations, training, First Aid, and inventory, and acting on behalf of the Park Manager in his/her absence.

Customer Service

The Supervisor, Operations leads by example in providing the highest standard of customer service; ensures that that direct reports execute the same high level of service. This position sets the example of providing great customer service so that each guest has a positive experience at Fairyland.

Skills and Experience

- Minimum 2 years of experience managing a minimum of 10 people or more in busy, customer service environment
- Excellent interpersonal skills
- Proven ability to work in a multi-faceted, fast paced, customer-facing environment
- Computer skills including working knowledge of Microsoft Office applications, especially word and excel
- Experience with POS systems and cash handling procedures
- Ability to track and maintain accurate records on multiple items and meet deadlines
- Flexible and adaptable to constantly changing and/or challenging situations including weather, crowd size, staff shortages, occasionally having to work past scheduled hours
- Must have a sense of humor

Education & Experience

- Associate's Degree or equivalent
- Minimum of 2 years experience leading others
- Demonstrated ability in customer service, operations, leading others
- Proven success in a high volume business
- Understanding of basic CA human resources practices and regulations
- Must be able to pass a criminal background check

How to Stand Out

- Bachelor's Degree or equivalent
- 4 years leading others in a high volume customer service environment
- First Aid and CPR certification

Physical Requirements

This position requires the ability to: stand, sit, kneel, walk, bend, perform repetitive motions, lift 50lbs safely, have good hearing and sight, strong communication skills; ability to work outside in all seasons.

Work Schedule

This is a Full Time Hourly position with a schedule that changes with our seasonal hours of operation. Must be able to work weekends and holidays and some evenings for special events.

Hours are typically 9:30am to 4:30pm weekdays and 9:30am to 5:30pm on weekends, with some evenings for special events. Must be flexible and able to handle emergency situations which may require additional hours beyond what is scheduled.

This is not necessarily a complete list of all responsibilities, skill, duties, requirements, efforts or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job and work schedule as needed.

REPORTS TO

Park Manager

Fairyland is a unique, friendly work environment where all staff are valued for their contribution and commitment to our culture, serving children, families, and the community.

Apply on indeed.com or send a cover letter and resume in the body of the email to park-mgr@fairyland.org. NO attachments will be opened. No phone calls please.