

Why the switch from Ride Operator to Park Ambassador?

In the year 2020, Fairyland is looking to increase the efficiency of daily operations but more importantly the goal is to better serve and support all part-time staff. There are many moving parts in the daily functions of Fairyland and CFL wants each employee to expand their areas of expertise and abilities. The objective is to foster career development by providing each individual with more job skills and experience. Employees will be asked to perform a wide range of duties, while continuing to provide exceptional customer service.

Park Ambassador Job Description

Children's Fairyland is a non-profit fairy tale-themed park dedicated to providing a magical fantasy world where young children can create, imagine, play, and learn. The 10 acre park opened in 1950 and provides a way for children to learn through fairy tales, storybook sets, play-acting, gentle rides, arts and crafts, animals, Puppet Theater and children's theater programs. Children's Fairyland serves over 220,000 guests per year and is a valuable community resource that promotes literacy and celebrates diversity.

As a representative of Children's Fairyland, all employees maintain a positive demeanor while following all park policies and procedures. Park Ambassadors must be reliable, responsible, adaptable and able to maintain a professional manner while being courteous, friendly, and helpful to all guests. Guest experience is our number one priority. Each employee is responsible for all park safety measures and is expected to execute park emergency procedures.

Park Ambassador potential roles:

Ride Operator

Ride Operators are responsible for operating our fun, yet simple rides. This includes enforcing general safety requirements such as managing height requirements of riders, checking safety restraints, making ride announcements, following documented ride operation procedures and implementing emergency procedures when mechanical issues arise. Meanwhile, Ride Operators must also provide excellent customer service to ensure all guests have a fun and safe experience. Daily tasks include opening and closing the rides, general cleaning of rides and sets, and clearing the park at the end of the day.

Puppeteer

Puppeteers assist in the puppet shows that happen three times a day in our historic puppet theater. As a puppeteer you will greet the children and introduce the show, then disappear to back stage where you will assist in the production. As a puppeteer you will have the opportunity to participate in both hand puppet and marionette style shows. All audio is prerecorded. No experience in puppeteering required, all training is provided on site. Enthusiasm and love of puppets is a plus!

Birthday Host

Birthday Host duties include setting up the birthday party area, greeting guests, entertaining children, and serving food as well as thoroughly cleaning up afterwards. Each party varies but tasks include preparing food such as cupcakes and pizza, as well as various decorations like party bags and balloons. Excellent customer service skills are required!

Summer Camp Aftercare Teacher

Under general supervision of the camp director, aftercare teachers are expected to lead activities and supervise children ages five through thirteen. Daily responsibilities include engaging the children in creative activities and ensuring a safe, respectful, and fun environment, as well as overseeing the children during sign-in, snack time, and sign-out.

Information Central

In this position you will provide relief for our retail admin specialist and will be required to perform a wide array of duties. The front desk is information central for guests, so this requires a strong knowledge of all things Fairyland related. Additional duties include, but are not limited to answering phones, making announcements, first aid care, and leading lost child procedures.

Entertainment Host

As an entertainment host you will be responsible for greeting performers, escorting them to their performance location, and assisting them with set up and break down. This position you will be required to learn basic technical theatre skills and will be responsible for coordinating announcements with the info desk.

Theatre Program Assistant

As an assistant to the Theatre for the Very Young your duties will include controlling the gate for ticketed guests and light custodial work. Similarly to the Entertainment host, you will have the opportunity to set up and run the lighting and sound boards. With these skills you would be able to help with rentals and park events as well.

Arts and Crafts Attendant

In this fun and fast paced environment you will lead kids in various arts and crafts activities. With an array of supplies available, creativity is required! Experience working directly with children is a plus as basic problem solving and mediating skills are often required.

Cashier

Fairyland has four cashier positions located throughout the park, they include ticket sales in The Shoe, retail sales in the Gift Shop and a position as both a barista and cashier in The Pumpkin.

1. Admissions Representative

As a ticket sale representative you will be required to operate with precision in a fast paced environment. Daily responsibilities include opening and closing the register, entering sales and completing transactions, answering customer's questions and most importantly enforcing park rules and regulations.

2. Retail Associate

As a retail Associate you will be required to perform sale transactions, provide customer service and maintain the cleanliness of the gift shop. Daily tasks include greeting customers as they enter the store, answering questions, cleaning, labeling product and restocking. You will be expected to learn about the products we sell as well as the history of the park as to provide top quality customer service.

3. Barista and Cashier in The Pumpkin

In this unique and petite café you will be responsible for taking orders, handling transactions and making an array of beverages. In this position you are also required to provide excellent customer service and implement all food safety and hygiene regulations and practices.

*This is not necessarily a complete list of all responsibilities, skill, duties, requirements, efforts or working conditions associated with the job, nor is each employee required to work each role listed. This

job description is intended to be an accurate reflection of the possible roles you may assume as a park ambassador. Management reserves the right to revise the job description and work schedule as needed.

Requirements

- You must be at least 18 years age to apply and have a high school diploma or equivalent.
- You must be able to lift 50 lbs. safely, stand, kneel, bend, perform repetitive motions, and work in all types of weather for extended periods of time.

Pay and Hours

Job Type: Part-time

Salary: \$13.80 to \$16.47 /hour – depending on part-time or seasonal as defined by company handbook.

This is a part-time, non-exempt position. Candidates will be assigned shifts according to the company needs, including shifts on **Saturdays, Sundays, and Holidays**.

The 5 day season (Wednesday through Sunday) runs from April 1, 2020 through May 31, 2020 and August 16, 2020 through October 25, 2020.

The 7 day season (Monday through Sunday) runs from June 1, 2020 - August 16, 2020.

The 3 day season (Friday through Sunday) runs January 1, 2020 – April 1 2020 and October 25, 2020 - December 13, 2020

Holiday Winter Wonderland - December 11, 2020 - December 30, 2020, excluding December 14 -17, 24, and 25, 2020.