

JOB DESCRIPTION

Orange County Los Angeles

Current/Suggested Title: Ride Operator	Date:
Department: Operations (name)	Reports to: Manager of Guest Services (title)

NATURE OF THE JOB

➤ **Basic Purpose & Objective of the Position:** *Provide a general summary of work performed, including major overall end results and the key means by which the end results are achieved. Give an idea of the general nature, purpose, and levels of skill and responsibility found in the position.*

The Ride Operator is a guest service position and is responsible for the overall safety and enjoyment of all guests visiting the Fun Zone, while having the trained knowledge necessary to operate the attractions as they are intended.

➤ **Principal Accountabilities:** *Summarize the main duties and responsibilities of this job. Indicate essential job functions with an asterisk (*). Assign the percentage of time spent on the duty or task relative to total work time (5% minimum per duty). Percentages should total no more than 100%.*

% of Total:	<u>Duties & Responsibilities:</u>
35	• Ensure safe operation of all attractions as they were trained to do.
20	• Actively seek interaction with guests of the Fun Zone / Ocean Quest
15	• Provide a safe, clean, family friendly environment
15	• Provide service oriented solutions to guests when they need assistance
10	• Professionally interact with employees of all levels
5	• Keep proper documentation of opening/closing procedures
≤100%	

➤ **Knowledge & Skills:** *Describe the minimum proficiencies, technical skills, training, education and/or experience required to perform this job competently.*

Education Level: Required: High School Diploma **AND OR** **Years of Experience:**
or in progress

Field of Study/Area of Experience: Customer service experience preferred

Other Training/Technical Skills/Knowledge:

- Knowledge of a second language preferable, but not required

➤ **Abilities & Behaviors:** *Define the natural talents, behaviors, or developed proficiencies and skills necessary for the position.*

- Must have the ability to stand for extended period of time
- Must have the ability to be outside for extended period of time
- Must be friendly and enjoy talking to and interacting with children and adults of all ages
- Ability to comprehend all safety and maintenance manuals

SCOPE OF THE JOB

➤ **Discretion/Latitude:** *Describe the level of supervision received, the decision making scope, and the level of authority, direction, and judgment exercised on own work.*

Staff report directly to the on duty shift lead for delegation of location and responsibilities during their shift. Staff should be self-guided once given direction and ensure guests have a positive experience at the Fun Zone / Ocean Quest while operating the attractions safely,

➤ **Supervisory Scope:** *If appropriate, describe the position's responsibility for finances and for the work of others.*

Reporting Relationships:

Direct Reports:

Hourly N/A # Salaried

Indirect Reports:

Hourly N/A # Salaried

Individual Contributor w/ Indirect Reports:

Hourly N/A # Salaried

Financial Responsibility:

Department Budget:

Revenue Generated:

Project Budget:

Cost Base:

➤ **Interactions:** *Describe the level of internal/external contact and the frequency of these contacts.*

Operators interact with a variety of employees on all levels of the company and are the front line staff for guests of the Fun Zone / Ocean Quest. Staff is expected to exhibit themselves in a professional manner at all times.

➤ ***Business/Work Environment:** *Describe the status and social environment of the department, division, or company as related to this position. *Note: This is not a required field.*

➤ ***Challenges:** *Describe the long-term opportunities and challenges associated with this position. *Note: This is not a required field.*

➤ **Physical Demands & Environmental/Working Conditions:** Describe any physical demands of the position and any adverse, hazardous, or unpleasant conditions of the work environment. Include the level/intensity, frequency, and duration of exposure to these demands/conditions.

➤ **Check the frequency of activity required of the employee to perform the job.**

ACTIVITY	NEVER 0 hours per day	OCCASIONALLY 0-3 hours per day	FREQUENTLY 3-6 hours	CONSTANTLY 6-8+ hours
Sitting	x			
Walking		x		
Standing			x	
Bending (neck)		x		
Bending (waist)		x		
Squatting		x		
Climbing		x		
Kneeling		x		
Crawling	x			
Twisting (neck)		x		
Twisting (waist)		x		
Hand Use: Dominant hand Right __ Left __				
Is repetitive use of hand required?				
Simple Grasping (right hand)		x		
Simple Grasping (left hand)		x		
Power Grasping (right hand)	x			
Power Grasping (left hand)	x			
Fine Manipulation (right hand)	x			
Fine Manipulation (left hand)	x			
Pushing & Pulling (right hand)		x		
Pushing & Pulling (left hand)		x		
Reaching (above shoulder level)		x		
Reaching (below shoulder level)		x		
Other Activity not listed				

Please indicate the daily Lifting and Carrying requirements of the job: Indicate the height the object is lifted from floor, table, or overhead location and the distance the object is carried.

	LIFTING					CARRYING				
	Never 0 hours	Occasionally Up to 3 hours	Frequently 3-6 hours	Constantly 6-8+ hours	Height	Never 0 hours	Occasionally Up to 3 hours	Frequently 3-6 hours	Constantly 6-8+ hours	Distance
0-10 lbs	x					X				
11-25 lbs	x					X				
26-50 lbs	x					X				
51-75 lbs	x					X				
76-100 lbs	x					X				
100+ lbs	x					X				

➤ **Other:** List any other special working conditions that should be considered in establishing this position.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.