



Oaks Park Ride Operator Job Description

Reports to: Lead Ride Foreman or Ride Manager
FLSA: Hourly
Approved By: Chief Executive Officer, HR Director and Operations Director

Position Summary:

A ride operator is responsible for ensuring guest safety while operating rides for Oaks Park. You set the tone for each guest who visits Oaks Park through your attitude and assisting with keeping the midway areas neat and looking great.

Essential Duties and Job Responsibilities:

- Welcome and greet customers, answer questions and provide excellent customer service to contribute to an overall memory making experience.
- Provide guests with a safe and enjoyable ride experience.
- Complete pre-opening inspections and complete required paperwork.
- Check for payment by bracelets or collect tickets, tear and deposit in canister.
- Enforce rider restrictions and ensure riders meet all requirements.
- Assist guests in an out of ride vehicles, check rider restraints, and cycle through the lines efficiently and cautiously.
- Operate ride in accordance with manufacturer and Oaks Park standard operating procedures.
- Deliver narrations of varying lengths and providing audience control.
- Assist with monitoring and reporting inappropriate guest behavior.
- Assist with cleaning of rides and your ride area.
- Maintain safety standards at all times for our guests, yourself and other park employees.
- Act as first responder to rider and ride emergencies and respond appropriately.
- Inform Director, Manager(s), or foremen on duty of any significant concerns and problems.
- Perform other work as assigned which may not be listed above. These duties may change with or without notice.

Qualifications:

- Must be 18 years old or older.

Knowledge, Skills and Abilities:

- Communicate and provide consistent, friendly and helpful customer service to guests and all park employees.
- Ability to follow all safety practices.
- Work independently and as part of a team.
- Able to be on time when scheduled.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Able to climb on a ladder, twist, bend, stoop, reach and or kneel.
- Able to lift up to 50 pounds in place or move across a distance.
- Able to be in an outside environment and stand for several hours at a time in all types of weather.

Schedule:

- MUST be able flexible to work all shifts, days, evenings, weekends and holidays. The park operates seasonally from March to possibly the end of October. Starting 6 days a week in mid-June, Tuesday – Sunday (with some Monday openings). Some shifts start as early as 8:00 am and may end as late as midnight.

Wage:

- This is a part time, seasonal position and is considered nonexempt, which means you are eligible for overtime pay when over 40 hours are worked in a given week. Wage is \$15.00 an hour depending on experience.

Benefits:

- At Oaks Park, some amazing employee perks include free rides and roller skating, discounts on food, REAP card (while supplies last) which allows an employee and a guest to visit several other Non-Profit venues within the state, along with a GREAT FUN atmosphere to work in.

Oaks Park welcomes people from all walks of life and is an inclusive workplace. We believe a great team makes the dream work! Oaks Park is a drug free workplace and pre-employment drug screen and background check are required.

Approved 3/18/2021