

JOB TITLE ASSISTANT PARK MANAGER
DATE 1/7/19
REPORTS TO PARK MANAGER OR OPERATIONS MANAGER

POSITION DESCRIPTION

Position purpose

As an Assistant Park Manager you are in charge of all daily operational aspect of the park, when the Park Manager is not present. When Park Manager Present your assisting in all daily operational aspect of the park. Your primary focus is to ensure staff and customer safety by following strict procedures and policies.

Main tasks

Core objectives include:

- Interact with patrons, in a courteous, polite and informative manner over the phone and in person.
- Welcoming visitors
- Advising patrons of activity risks, company procedures and registration requirements.
- Monitoring spectators, children and participants to ensure orderly and safe conduct.
- Receiving, storing and issuing equipment and safety gears
- Safely equip participants with harness, helmet and gloves
- Demonstrates operation and explains purpose and safe use of all equipment, by means of a Trees Adventure Safety Induction. This typically includes items such as karabiners, lanyards, pulley, ropes and harnesses and the instruction to participants of their correct use.
- Closes the park at the end of the day.
- Daily inspection of the courses in accordance with the operation manual
- Daily inspection of the PPE in accordance with the operation manual
- Fills and files appropriately the relevant inspection forms
- Preparing 'waiver' forms, ensuring satisfactory participant completion, obtaining signatures and making sure participants have emptied their pockets, tied their hair back and are wearing enclosed shoes.
- Rescues Participants when necessary
- Opening/Closing the park following the opening and closing duties sheet.
- Ensuring controls and safety requirements are met on a daily basis.
- Opening and closing the cash register system.
- Managing the booking system.
- Ensuring Staff are always watching participants as per the standards.
- Ensuring that any part of the park that would need to be replaced or improved is fixed as fast as possible.
- Ensuring smooth and efficient booking arrivals.
- Managing disputes and special requests.
- Intervene in case of any emergency (accident, evacuation...)
- Welcoming visitors and answering incoming telephone calls in a timely and professional manner.
- Keeping attendance record, operating computer equipment and facsimile equipment.
- Keeping record of Staff Hours and file properly
- Performs small maintenance duties such as tightening bolts, level a platform, replace inner cables in the lanyards, general cleaning and bike repairs.
- Managing human resources; including Interview, recruit, train and update Staff requirements in terms of training and qualifications.
- Intervene in case of any emergency (accident, evacuation...) and update procedures when necessary upon operations manager approval.

- Advising patrons of activity risks, company policies and registration requirements and update when necessary upon operations manager approval.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

- Other Duties**
- *Other duties may include training new staff, maintaining PPEs, Travel interstate to other sites.*
- Required qualities**
- Professional approach.
 - Ability to work under pressure
 - Organisational and time management skills.
 - Excellent attention to detail.
 - Good health and general fitness.
 - Excellent verbal and written skills.
 - Advanced working knowledge of Microsoft Word, Excel and PowerPoint
- Desired competencies**
- Analytical thinking.
 - Initiative.
 - Business awareness.
 - Tenacity.
 - Strategic thinking.
 - Positive approach to change.

PERSON SPECIFICATION

- Qualifications**
- *Bachelor of Sports and outdoor Recreation or equivalent.*
 - *High ropes supervisor.*
 - *Working at height certificate.*
- Experience**
- *1 year of relevant practical experience in a similar role.*
- Knowledge**
- *Insight knowledge of the industry is a plus.*
- Skills & competencies**
- Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.
 - Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.
 - Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.
 - Commerciality: ability to apply knowledge in a practical, commercial manner.
 - Teamwork: willingness to assist and support others as required and get on with team members.
 - Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.
 - Physical Work: must be able to lift heavy load (of up to 15kg) appropriately and with the help of colleagues when necessary. Must be able to complete all courses without any help and perform rescue to customers.

Personal attributes

- Professional approach (essential).
- Confident manner (essential).
- Positive approach to change (essential).

Other

- *Clean driving licence (essential).*
- *Police checks*
- *Working with children check*
- *First Aid level 2*

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

SIGNED BY MANAGEMENT

.....
Employee.....
Manager

.....
Date.....
Date