JOB DESCRIPTION

Job Title:	**Train & Carousel Supervisor**
Department/Location:	Visitor Service
Reports to:	Gift Shop Manager
Fair Labor Standards Act Status (FLSA):	Non-Exempt, Hourly
Employment Status:	Part Time
Revision Date:	February 7, 2017

JOB SUMMARY:

The Train & Carousel Supervisor oversees the day-to-day operations of the Zoo Train & Carousel. Works under the supervision of the Gift Shop Manager to ensure safe ride operations, a positive and consistent guest experience, and positive volunteer experience. Directly trains & supervises volunteer and hourly, paid staff who operate the rides, sell ride passes, and provide customer service. This position may require weekend and evening hours.

We are currently looking for supervisors with primarily Friday and Sunday availability.

PRIMARY FUNCTIONS AND RESPONSIBILITIES

Safety

- Know the maintenance requirements and rules of the rides forward and backward!
- Perform daily equipment safety checks and oversee ride set up, cleanup and maintenance as directed
- Maintain records on daily safety checks
- Work with gift shop manager to assess long-term maintenance and repair needs.
- In conjunction with gift shop manager, determine whether cancellation is needed due to weather conditions.

Volunteer Supervision

- Work with Director of Volunteer Services and/or Volunteer Coordinator to coordinate pre-service training and on-the-job mentoring to new volunteers
- Work with Volunteer Coordinator to coordinate ongoing training to returning volunteers
- Provide coaching and support to volunteers on-the-job as needed in order to ensure the best possible guest service and safe ride operation.
- Provide back-up for ride operations during volunteer breaks and unanticipated volunteer cancellations

- Be open to volunteer input – communicate concerns and ideas to Volunteer Coordinator and/or Gift Shop Manager in a timely manner
- Contact volunteers to fill open shifts as needed to ensure full staffing on your scheduled days

Customer Service
- Ensure an excellent level of customer service is maintained and is the top priority at all times.
- Must be able to handle difficult customer service issues and concerns.
- Maintain a professional relationship with volunteers, staff, peers, and management.

SECONDARY FUNCTIONS

- Assist Duty Manager or other zoo staff if needed.

JOB QUALIFICATIONS

- Excellent interpersonal, communication and presentation skills. Ability to work with a wide range of staff and guests.
- Focus on safety for guests, volunteers and staff
- Ability to make solid and timely decisions in a fast paced environment with limited amounts of information.
- Ability to supervise and train volunteers

Position Supervises:
- Volunteers at Train/Carousel

Required Knowledge and Competencies:
- Excellent communication skills and ability to work productively alongside a wide variety of people

Education and Experience:
- Previous experience with volunteers highly desired

WORKING CONDITIONS

- Train & Carousel Supervisor will have to be outside for some of the day. It is essential that the employee prepares for all weather conditions and dresses appropriately.
- Able to lift and carry 30lbs +.
- Able to stand for extended amounts of time.

PHYSICAL REQUIREMENTS (Only include if conditions are directly related to job duties. If job does not have physical requirements that directly relate, select "not required.")

	NOT REQUIRED	OCCASIONALLY (33%)	FREQUENTLY (66%)	CONTINUOUSLY (100%)
Standing				X
Walking				X
Sitting		X		
Lifting			X	
Carrying			X	
Pushing			X	
Pulling			X	
Climbing	X			
Balancing		X		
Stooping			X	
Kneeling		X		
Crawling	X			
Reaching			X	
Handling			X	
Speaking				X
Hearing				X
Seeing				X
Color Vision	X			
Depth Perception				X

To apply: Send resume and cover letter by Monday, February 20th to the attention of Lynn Currie, Director of Volunteer Services at lynn@vilaszoo.org