

## **Operations Supervisor Franklin Square**

### **Overview of Position:**

To lead the Franklin Square team, ensuring the highest level of safety, service, cleanliness, and image.

### **Responsibilities:**

- Oversee all operations of the park on a daily basis ensuring a safe and enjoyable experience by both associates and Guests.
- Ensuring all Associates are providing extraordinary Guest service to everyone visiting Franklin Square by BEING READY, giving HEARTFELT HELLOS and FOND FAREWELLS, BEING PROACTIVE, and KNOWING THE ANSWER
- Ensure all staff are following all HPI policies set forth in their employee handbook
- Enforcement of policies established by the PA Dept of Agriculture related to the operations of amusement rides that may be in the park
- Perform daily audits on Guest Services team members, completing nightly reports with the utmost accuracy
- Completing nightly operational report
- Lead the team by example and perform daily coaching with all team members, including those employed with outside contractors
- Hiring, discipline and termination of staff
- Train team members in accordance with our training program. Follow up training with refresher courses and coaching
- Maintaining the cleanliness of park grounds, including restrooms, lawn, landscaped areas and supervising the usage of equipment and products needed to do so
- Daily coordination with park outside contractors (food, security, retail operations) on daily events and ensuring that they are following HPI guidelines
- Cash Handling to include, banking, audits, and register operations
- Interaction with Police/Fire/EMT personnel as needed
- Promoting and knowledge of all HPI Properties and programs
- Schedule team members and projecting staffing needs while maintaining a labor budget
- Maintain operating budget reducing labor and expenses on slower days
- Any other duties required by Management

**Requirements:**

- Previous Supervisory experience working in a public environment (Theme Park, Retail, Banking etc.) is highly recommended.
- Ability to work a flexible schedule
- Excellent communication skills
- Excellent organization and record – keeping skills are required
- Computer skills are required
- Ability to have continuous bending, standing and/or walking activity throughout the assigned shift
- Ability to use a ladder
- Ability to lift up to 50 lbs.
- Ability to work with cleaning products in a safe manner using personal protection equipment
- Ability to effectively communicate and maintain a professional relationship with other associates and Guests
- Ability to provide the highest level of speed of service for a large volume of Guests in an efficient and calm manner

**Compensation:**

- Commensurate on experience

**If you are interested in this position with Historic Philadelphia, please send a cover letter and resume to [jobs@historicphiladelphia.org](mailto:jobs@historicphiladelphia.org)**

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