



Supervisor of Operations – 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 staff members and Guests.
- Ensuring all staff members are providing extraordinary Guest service to park Guests and are adequately prepared to do so.
- 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.
- Reviewing and completing daily operational reports and required paperwork.
- 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 HPI training program, provide monitoring and follow up.
- Maintaining the cleanliness of park grounds, including restrooms, lawn, landscaped areas, fountains 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
- Coordination and implementation of group programs, parties and events occurring within the park.
- Support as needed for park special events set up, operation and breakdown.
- Schedule team members and projecting staffing needs while maintaining a labor budget.
- Assisting with the set up and implementation of park events and rentals
- Any other duties required by Management.

Requirements:

Previous Supervisory experience working in a public fast paced environment (Theme Park, Retail etc.)

- Ability to work a flexible schedule, outdoors and in all weather conditions.
- Excellent communication skills
- Excellent organization and record – keeping skills are required.
- Computer skills are required. Experience with Altru and Office and helpful.
- Dexterity to have continuous bending, standing and/or walking activity throughout the assigned shift as this is a non-desk based job.
- Usage a ladder
- Lifting of up to 50 lbs.
- Ability to work with cleaning products in a safe manner using personal protection equipment.
- 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

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