



Job Title: Park Supervisor

Reports To:	Manager
Status:	Non-Exempt
Work Status:	Full-time
Department:	Park Operations
Location:	South Carolina / Florida

Summary

The Park Supervisor will have a passion for Shark Wake Park and the mission to build and operate some of the best family-friendly water sports and obstacle island parks in the world. This position will display leadership & management skills, proficient in motivating & educating staff members to provide an exceptionally safe and friendly experience. This individual will be organized, confident and flexible at prioritizing tasks while upholding general day-to-day responsibilities. The Park Supervisor will be attentive, approachable, knowledgeable, respectful and result driven. This individual will display a strong work ethic and is motivated to maximize positive outcomes. The successful candidate will be a mentor to their teams in efficient and effective problem solving throughout our family entertainment business.

Expected Hours of Work

Days and hours of work will be scheduled but hours **must be flexible**. Weekend & Holiday work is required.

Essential duties and responsibilities include the following. Other duties may be assigned.

General Duties

- Assists the Manager with daily opening and closing of the park.
- Migrates between all departments each day, determines priority tasks and shows excellent interpersonal skills to achieve a positive guest experience.
- Assists guests with questions, available activities, and group/party information.
- Manages day-to-day activities and tasks of teams, ensuring quality standards are upheld.
- Serve as a departmental role model, work alongside employees to meet all responsibilities.
- Establish & communicate goals, ensuring employee understanding.
- Performance reports, meet task deadlines by department
- Coordinate tasks throughout departments to ensure each department runs efficiently.
- Responds to management directives.

Workplace Safety

- Qualified to contact Emergency Services when needed for on-site injury, with no delay.
- Responsible for drafting and submitting finalized department accident/injury reports to Manager.
- Responsible for reviewing/revising reports from other staff & submitting initial report to Manager.
- Conduct safety/hazard walk-through daily, implement necessary changes & document findings.
- Knowledgeable & proactive with OSHA inspection/incident/accident forms (ex. 300, 300A, 301).

New Hire Staff Training

- Responsible for administering General SWP policies and procedures training to all new hires.
- Ensure employees watch & sign for Harassment video/safety videos within 5 days of start date.



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- Responsible for training staff on our Illness & Injury Prevention Program. Including but not limited to the following training/signoffs:
 - Hazard Communications
 - PPE
 - Fall Protection
 - Lockout / tagout
- Responsible for training staff on the Workers Compensation Managed Care Program / signoff.
- Empower team members with skills to improve their confidence, park knowledge, and communication skills to maximize their potential.
- Assess new hire performance, capabilities, strengths, and weaknesses with necessary reports.

On-going Training / Assessment

- Schedule/provide on-going team training, assist in implementation of park-wide protocols.
- Identify & address issues, engage problem solving to maximize positive results/feedback.
- Provide daily coaching, feedback, and recognition of employees, document in employee file.
- Utilize and document staff warning notices/discipline reports, in a timely manner, as deemed appropriate according to company policy, preapproved by Manager.
- Reports staff performance, capabilities, strengths & weaknesses to Manager monthly or as needed.
- Assist completion of 30-day/yearly staff reviews & Performance Improvement Plans.

Competencies

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|-----------------------------------|--------------------------|-----------------------|
| • Accountability | • Dependability | • Planning/Organizing |
| • Adaptability | • Innovation | • Professionalism |
| • Attendance/Punctuality | • Interpersonal Skills | • Safety and Security |
| • Change Management | • Judgement | • Self-Awareness |
| • Collaboration | • Leadership | |
| • Customer Focus/Customer Service | • Managing People | |
| • Delegation | • Organizational Support | |

Technical

- Experience with Microsoft Office Applications (Word, Excel, Outlook)
- Experience with POS software preferred.
- Well versed in project management and process improvement
- At least 2 years of experience in a customer-centric business, managing people and processes
- Cable operating experience is preferred

Education and Experience

- Must be 21 years of age.
- High School degree required. Some college level education is preferred.
- Demonstrates leadership and initiative.
- Experience in hospitality, customer service, food & beverage preferred.
- Responsible, mature, team player, social, energetic, friendly.
- Experience in childcare, camp setting preferred.
- Complete 10-20 Hours of SWP Training.



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- SWP In-Service Training (2 hours)
- Completed General SWP Training (3-5 hours)
- In depth understanding of SWP activities, operating policies & procedures, activities, programs, pricing, specific details, and information.
- View and sign-off on the company harassment video within 5 days of start date.
- View and/or attend training on our Illness & Injury Prevention Program and the Workers Compensation Managed Care Program
- Mechanically inclined and proficient, willing to learn cable specific machinery, general operations, and operational maintenance (malfunctions, basic trouble shooting).
- Proficient in underwater maintenance (anchors, diving, securing, holding breath).
- Skilled in repairs (patching, part replacement) and labor-intensive activities included but not limited to special cleaning, break down crew (hurricane, seasonal, situational)
- Knowledgeable and proficient in Wibit warranty assessment, assistance, and reporting (will train as necessary).
- Successfully completes a 30-day introductory period in South Carolina
- Successfully completes a 90-day introductory period in Florida

Certificates, Licenses, other

- American Red Cross, First-aid / Lifeguard certified.
- Clean and clear drug screening
- Clean and clear background check
- Completes all applicable management training related to position; including (but not limited to) Anti-Harassment/Discrimination and OSHA and Worker's Compensation guidelines.
- Complete TIPs Certification

Tools & Equipment Used

- Electric and gas-powered tools such as: Drills, power saws, lawnmower, edger, weed eater, golf cart, jon boat, jet ski, electric socket set and other associated equipment used in the parks and recreation structures, bar and restaurant facilities, and projects.
- Must be able to use rebreather to perform specific underwater maintenance on OI
- May come in contact with hazardous chemicals – wear appropriate PPE

Language Ability

Ability to read and comprehend simple instructions, short correspondence, and memos in English. Ability to write simple correspondence. Ability to effectively present staff information in one-on-one and small group situations. Knowledge of Spanish is a plus but not mandatory.

Work Environment

While performing the duties of this job the employee is occasionally exposed to high outdoor temperatures, wet conditions and toxic or caustic chemicals, inclement weather, bright sunshine, potentially hazardous conditions on lakes. The noise level of this position will be from moderate to loud, dependent upon area and type of work being performed. Appropriate PPE to be worn when necessary.

Physical Demands



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The physical demands described here are representative, but not all-inclusive, of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The employee is regularly required to use hands, handle, or feel. The employee is required to stand; walk; sit; reach with hands and arms, push and pull a variety of tools; stoop, kneel, crouch, or crawl and talk or hear. You must be able to lift and/or carry 50 pounds. The vision requirements include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. Climb up and down (up to 50 feet).

Signatures:

This job description has been approved by all levels of management:

Manager _____ Date _____

DOO _____ Date _____

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel. Further, this job description is not intended to limit or in any way modify the right of any manager/supervisor to assign, direct, and amend the work of any employee under their supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have received, reviewed, and fully understand the Job Description. I further understand that I am responsible for the satisfactory execution of the essential duties and responsibilities as listed herein.

Employee Signature:	Date Signed:
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