

KC Wheel at Pennway Point

ICON Attractions, LLC

Job Title: Manager on Duty (MOD)

Department: Operations, Revenue

Reports To: Operations Manager, General Manager

FLSA Status: Non-Exempt

Summary:

Assists the General Manager and Operations Manager with the daily operation of the KC Wheel Park. Acts as on-duty manager for the KC Wheel Park.

Duties and Responsibilities:

1. Manages the daily logistics of all attractions.
2. Ensures that labor laws are being followed.
3. Maintains an appropriate amount of staffing based on business needs and attendance levels.
4. Assists operations manager with ensuring that labor is utilized cost-efficiently.
5. Makes decisions on weather-related downtime and closing attractions due to inclement weather.
6. Reports all downtime in the appropriate recordkeeping forms.
7. Immediately exports team member labor corrections to Operations Manager via appropriate forms or systems.
8. Provides continual training and in-service to all team members.
9. Provides corrective action to team members that violate company policy including verbal warnings, written warnings, final written warnings, and suspension on approval from operations manager.
10. Audits team member performance to ensure all company policy, procedures, and standards are being maintained.
11. Trains and maintains certification to operate and assist within every team member position as needed.
12. Ensures that all sites are properly secured at the close of business each day.
13. Acts as a customer service agent to assist guests that are in need of assistance.
14. Maintains a high level of cleanliness in all areas.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Age Requirement: 18 years of age or older.

Education/Experience:

One to two years related experience and/or training.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Language Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Has oral and written proficiency of the English language.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of POS systems (training provided), e-mail, and Microsoft Office.

Knowledge, Skills, and Other Abilities:

- Professionalism.
- Friendly demeanor.
- Oral communication skills.
- Ability to be flexible.
- Time Management skills.
- Ability to work individually and as a team player.
- Computer Literacy and Keyboard Skills.
- Filing.
- Must be able to work irregular hours (holidays, nights, weekends) as needed.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, use hands, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, talk or hear, and taste or smell. The employee is regularly required to sit and talk or hear. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions. The work environment is both indoors and outdoors.