

ADA Coordinator

Job Title

Safety

Division

TBD

Class

YR 5

Grade

Medical Service Supervisor

Reports to:

5/22/2012

Date

DOLLYWOOD POSITION DESCRIPTION**Job Duties:**

1. Screen and assist our Guests with Disabilities at the ADA Hospitality Center as they enter the park and ensure they comply with the Ride Safety procedures as they pertain to the rides and attractions.
2. Review and recommend changes to the current Guests with Disability Guide.
3. Review and recommend changes to the current Hosts Disability Guide.
4. Review Government ADA Standards and Regulations to ensure Dollywood, Dollywood Splash Country and Dollywood Vacations are in compliance and make recommendations as needed.
5. Assist Medical Service Supervisor in Conducting ADA Accommodations for Host.
6. Assume the role as the champion for the ADA.
7. Operation of golf carts, mini-ambulance or company vehicles for emergency response or transportation of Hosts or Guests.
8. Proficient use of two-way radios, and all other emergency equipment within the scope of certification.
9. Prepare documentation and written reports using Microsoft Office that are complete, concise and accurate.
10. Keep patient and park information confidential including HIPPA guidelines.
11. Keep work area clean, stocked, and ready for use at all times.
12. Training other park Hosts as needed.
13. Assist in triage and/or park evacuation as needed.
14. Assist Safety Medical Supervisor with Host ADA accommodations disabilities or work related issues.
15. Become familiar with all areas of the park including exit gates and back entrances to rides and buildings in the event of an emergency.
16. Assist with Health and Safety Evaluations, job fair, filing, and other special duties as needed.
17. Assist in filing, and maintaining Host medical records.
18. Assist Security as requested.
19. Be well groomed with excellent personal hygiene at all times while on company property.
20. Pick up litter and greet Guests with a smile, offering them assistance as needed.
21. Management reserves the right to add or change any of these duties.

Educational/Experience/Skill Requirements:

1. Must hold valid Driver's License with current automobile insurance.
2. EMT / Paramedic license or some other medical related Experience preferred.
3. At least one year experience in the Health Care Field.
4. Must be able to communicate well verbally or in writing.
5. Knowledge of ADA Standards or Regulations preferred.
6. Must have good verbal communication skills with Hosts, Guests and outside resources.
7. Must pass drug and background check.

Personality/Attitude Requirements:

1. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
2. Must be self-motivated and disciplined.
3. Must be able to prioritize and complete work assignments on a timely basis.
4. Must maintain strict confidentiality and judgment regarding privileged information.
5. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
6. Must be willing to constantly /improve.
7. Must have professional appearance with good personal hygiene.
8. Must promote and support a "team" work environment by cooperating and helping co-workers.
9. Must adapt to changes easily.
10. Must tolerate a fast-paced, hectic environment.
11. Must show appreciation to others.
12. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
13. Must be able to work well alone or in groups.

Essential Functions Absolutely Necessary to Perform Job Duties:

1. Must be able to sit, stand, kneel, stoop, bend, reach high and low, twist and balance, negotiate elevated catwalks, walk, run, climb, walk up and down steep inclines or steps.
2. Must be able to move, carry and/or lift equipment up to 25 lbs. alone.
3. Must be able to lift patients that may be over 200 lbs. with assistance from other Hosts.
4. Must be able to speak, listen and remember information.
5. Must be able to comprehend and follow instructions.
6. Must have depth perception and adequate or corrected vision.
7. Must be able to work in all types of weather including temperature extremes, rain, sleet, snow, low and high humidity, sunny, dusty and dry conditions and working around various allergens such as pollen.
8. Must be able to tolerate and use chemicals such as cleaning supplies.
9. Ability to be properly groomed in clean and presentable costumes with nametag at all times while working.
10. Ability to perform other duties as assigned.
11. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
12. Able to hear, see and speak.
13. Able to speak, read and write English.
14. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
15. Must have manual dexterity necessary to complete all job duties.
16. Able to sit and/or stand for long/short periods.
17. Able to maintain good personal hygiene.
18. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
19. Able to comprehend instructions and retain information.
20. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
21. Able to tolerate a fast-paced, hectic environment.
22. Able to be flexible to handle frequent changes in priorities.
23. Able to prioritize tasks and complete assignments on time
24. Able to report to work without being under the influence of or smelling of alcohol.