

Attractions - Team Member

Job Title

AAA

Team

SV244S

Job Code

02

Grade

Asst. Team Lead/Team Lead/Senior Team Lead/Supervisor

Reports To

January, 17, 2011

Revised

## **DOLLYWOOD POSITION DESCRIPTION**

### **I. Job duties to perform (if applicable):**

1. Operate ride controls/control panels/ ropes course in all weather conditions.
2. Verbally communicate and enforce Safety rules.
3. Steady guests while entering/exiting ride vehicles during evacuations. Inspect harness and other safety equipment prior to use.
4. React calmly and quickly in stressful/emergency situations. Physically assist guest throughout the ride/attraction as required.
5. Visually observe guest actions during ride operations to prevent safety hazards.
6. Visually ensure guests are not adjusting safety equipment and observe actions to prevent safety hazards while on ride/attraction.
7. Complete required safety paperwork on a daily basis.
8. Initiate friendly interaction with guests.
9. Keep ride/attraction area clean.
10. Work varying hours and at different areas when needed.
11. Complete ride/attraction safety ride-a-round/walk through if/when required.
12. Properly train to follow all centralized measuring guidelines.
13. Maintain confidentiality at all times.
14. Follow all safety standards to include reporting any violation of standards.
15. Management reserves the right to change and/or add to these duties at any time.

### **II. Educational/Experience/Skill requirements:**

1. Must be at least 18 years of age.
2. Able to memorize written safety standards and/or scripts.
3. Ability to read/write, comprehend instructions and communicate in English.
4. Pass a pre-employment drug screening and background check.

### **III. 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. Smile, maintain eye contact and must be aggressively friendly.
8. Must have professional appearance with good personal hygiene.
9. Friendly, outgoing, polite, courteous, honest, dependable, mature, positive attitude and good judgment to make sound decisions.
10. Must promote and support a "team" work environment by cooperating and helping co-workers.
11. Must adapt to changes easily.
12. Must tolerate a fast-paced, hectic environment.

13. Must show appreciation to others.
14. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
15. Attentive and Alert

**IV. Essential functions absolutely necessary to perform job duties included but not limited to (if applicable):**

1. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
2. Able to hear, see and speak.
3. Ability to hear warning communications and sounds.
4. Able to speak, read and write English.
5. Ability to visually and physically check seat restraints/harnesses.
6. Ability to speak clearly in order to operate two-way radio, pager and PA system.
7. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
8. Must have manual dexterity necessary to complete all job duties.
9. Able to sit and/or stand for long/short periods.
10. Ability to push and/or pull.
11. Ability to display proper belaying techniques as described in the standard operation procedures if required.
12. Ability to bend at the waist and knees for long periods of time.
13. Ability to tolerate a wide range of climate and temperature variations in order to work indoors and out, in all seasons and weather conditions.
14. Able to maintain good personal hygiene and report in a clean costume.
15. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
16. Able to comprehend instructions and retain information.
17. Ability to move about and react quickly while loading and unloading ride vehicles and while performing emergency evacuation.
18. Ability to tolerate heights of up to 200 feet to support ride operations.
19. Ability to climb evacuation steps and maintain good balance.
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. Ability to tolerate stress due to job responsibilities and serious consequences of making an error.
23. Ability to operate a fire extinguisher.
24. Ability to properly wear personal protective equipment if/when required.
25. Ability to tolerate detergents and chemicals.
26. Able to be flexible to handle frequent changes in priorities.
27. Able to prioritize tasks and complete assignments on time.
28. Able to report to work without being under the influence of or smelling of alcohol.
29. Able to be subjected to periodic random drug screening as outlined by policy.
30. Able to lift 50 lbs.
31. Must be willing to work in any assigned area of Attractions and perform other functions as assigned.

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Print Name

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Signature

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Date