

Ride Maintenance Lead
Job Title

Maintenance
Division

CR502Y and CR502S
Job Class

5
Grade

Ride Maintenance Supervisor
Reports to

July 2012
Date

DOLLYWOOD POSITION DESCRIPTION

I JOB DUTIES EXIST TO PERFORM:

1. Perform preventive and corrective maintenance in assigned area on service vehicles, rides and equipment.
2. Lead the team in performing efficient recovery and repair services to reduce downtime.
3. Operate vehicles and other equipment to observe operation and diagnose malfunctions or test repaired equipment.
4. Schedule, perform and monitor preventive maintenance inspections on vehicles, rides, and equipment.
5. Assist in insuring proper scheduling of employees and job assignments.
6. Continuously monitor progress of repairs.
7. Identify, locate and obtain required parts and supplies.
8. Maintain organized documentation of work performed and recommended maintenance.
9. Maintain strict confidentiality and judgment regarding privileged information.

II PRODUCT AND GUEST EXCELLENCE:

1. Insure that proper maintenance practices are provided to extend the useful life of company assets and the dependability of equipment while minimizing down time.
2. Insure preventive maintenance programs and inspections are complied with in a timely manner.
3. Lead the team keeping all areas of responsibility neat, clean and organized.
4. Cooperate with other teams to accomplish the Company Mission and Core Values.

III JOB SATISFACTION/STAFF DEVELOPMENT:

1. Establish and maintain an environment that results in positive employee relations by practicing Servant Leadership.
2. Insure that all hosts are qualified to execute their assignments and that they are treated fairly and are provided with a positive work environment.
3. Assist in mediating employee problems and grievances.
4. Conduct regular team meetings to discuss activities, problems and possible solutions.
5. Insure proper flow of communication among all leadership levels regarding significant dates, events, meetings etc.

IV FINANCIAL:

1. Effectively and efficiently utilize resources to ensure budget target or allocations are met.
2. Monitor and review operational expenses.
3. Ensure critical parts are maintained and documented.

V SAFETY:

1. Ensure all work is completed in a manner that complies with the company's safety program and all applicable regulations and industry standards.
2. Ensure proper training on and use of machines, tools and equipment, and that personal protective equipment is used in accordance.
3. Establish and maintain a culture that results in a positive awareness in the importance of work safety.

4. Ensure that HFE ride modifications procedures are followed on all equipment/vehicles without exception.

VI LEADERSHIP:

1. Practice Servant Leadership Management that ensures all employees are treated fairly and provides them with the information, training, encouragement, respect discipline and resources to do their jobs.
2. Direct and support a “team” work environment by cooperating and helping co-workers.
3. Lead all activities in the shop to achieve positive results.
4. Identify, train and develop team members to grow professionally and assume greater responsibilities.

VII EDUCATIONAL/EXPERIENCE/SKILL REQUIREMENTS:

1. At least 3 year’s in mechanical, hydraulic and or ride maintenance experience preferred
2. High School Diploma or equivalent
3. Demonstrated managerial, organizational and people skills
4. Ability to read and comprehend complex instructions and information.
5. Good oral and written communication skills.
6. Valid TN Drivers License and proof a state required automobile insurance.
7. Successful completion of a background check and drug test.

VIII 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.

IX. ESSENTIAL FUNCTIONS NECESSARY TO PERFORM JOB DUTIES:

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. Able to speak read and write English.
4. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
5. Must have manual dexterity necessary to complete all job duties.
6. Able to sit and/or stand for long/short periods.
7. Able to maintain good personal hygiene.
8. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
9. Able to comprehend instructions and retain information.
10. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
11. Able to tolerate a fast-paced, hectic environment.

12. Able to be flexible to handle frequent changes in priorities.
13. Able to prioritize tasks and complete assignments on time
14. Able to report to work without being under the influence of or smelling of alcohol.
15. Able to lift 50 pounds.
16. Able to operate/drive a motor vehicle.
17. Able to tolerate temperatures of 0 to 120.
18. Able to work outdoors.

The purpose of this job description is to communicate the responsibilities and duties associated with the position. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed. Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that by signing the Job Description Acknowledgement, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

Management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change, for example, emergencies, changes in personnel or workload.

I have reviewed the above job description:

Applicants Signature

Date

I.