

Ride Maintenance Lead
Job Title

Maintenance
Team

CR502Y and CR502S
Job Class

5
Grade

Ride Maintenance Supervisor
Reports to

August 2011
Date

DOLLYWOOD POSITION DESCRIPTION

I JOB DUTIES POSTION EXIST TO PERFORM

1. Supervise, train, coach and evaluate employees.
2. Resolve employee conflicts and administer necessary discipline with supervisor approval.
3. Ensure proper scheduling of employees and job assignments.
4. Effectively communicate with others.
5. Provide scheduled preventative maintenance and make necessary repairs to rides, special effects and equipment.
6. Conduct scheduled inspections to insure the early detection of problems.
7. Assist others as necessary.
8. Maintain records of work completed.
9. Monitor and review operational expenses
10. Identify materials required to maintain hydraulic, pneumatic, and mechanical systems in a safe manner and in compliance with manufacturer's guidelines/specifications, company policies/procedures, and applicable industry standards.
11. Management reserves the right to change and/or add to these duties.

II EDUCATIONAL, SKILL AND EXPERIENCE REQUIREMENTS

1. At least three (3) years experience in ride maintenance at Dollywood is preferred.
2. Demonstrated supervisory skills that include servant leadership, planning, organizing and controlling.
3. Demonstrated people skills that include, motivating, coaching, and counseling, leveling and providing both positive and negative feedback.
4. Effective verbal and written communication in English.
5. High School Diploma or GED.
6. Must pass pre-employment drug test 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. 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.

IV ESSENTIAL FUNCTIONS NECESSARY TO PERFORM JOB DUTIES:

1. Ability to display and live out the Servant Qualities by being patient, kind, humble, respectful, selfless, forgiving, honest and committed.
2. Ability to tolerate a year round outdoor environment, with temperatures from 0 to 140 degrees
3. Ability to work comfortably at heights up to 60 feet
4. Lifting and carrying up to 100 pounds
5. Ability to analyze and remember information
6. Ability to tolerate approved exposure levels of various chemicals found in cleaning solvents, adhesives, paints, and lubricants
7. Ability to use hand tools and power tools such as electric drill, drill press, side grinder, porta band, saws all, electric hoist, chain saw, band saw, jig saw, torque wrench, and impact wrench
8. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
9. Able to hear, see and speak.
10. Able to speak, read and write English.
11. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
12. Must have manual dexterity necessary to complete all job duties.
13. Able to sit and/or stand for long/short periods.
14. Able to maintain good personal hygiene.
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. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
18. Able to tolerate a fast-paced, hectic environment.
19. Able to be flexible to handle frequent changes in priorities.
20. Able to prioritize tasks and complete assignments on time
21. Able to report to work without being under the influence of or smelling of alcohol.