



Job Title:	Carousel Operator
Department:	Visitor Services
Work Location:	Hermann Park, Houston, TX
Full-time/Part-time:	Part-time, Non-exempt

Hermann Park Conservancy is a citizens' organization dedicated to the stewardship and improvement of Hermann Park—today and for generations to come.

Job Description

The Carousel Operator is responsible for enhancing the Park visitor experience by providing friendly and engaging customer service in an amusement park setting. The Carousel Operator maintains and operates the Hermann Park Carousel by consistently following all safety rules, regulations, and procedures.

Essential Duties and Functions

- Operate the carousel in a safe manner including: operating controls to start and stop the carousel, use of narration equipment for safety messaging and music, proper loading of passengers, proper usage of the wheelchair ramp and the securing of wheelchairs, and proper unloading of passengers.
- Provide assistance to guests entering or exiting the carousel and pavilion
- Monitor activities to ensure adherence to rules and safety procedures, or arrange for the removal of unruly guests
- Provide outstanding customer service by engaging with carousel riders in pavilion. Verbally greet, talk to, and thank riders

Additional Duties and Responsibilities:

- Follow checklists to open and close carousel operations each day
- Accurately collect or scan carousel tickets
- Direct guests to open figures.
- Utilize sound equipment to provide safety messages and music during carousel ride
- Maintain a consistently clean environment by cleaning carousel, removing trash from carousel floor, cleaning carousel figures, and picking up debris in pavilion
- Respond to emergency situations effectively and report any incidents and accidents to management immediately
- Monitor and report unsafe conditions to management promptly.
- Provide information about Park facilities, HPC programs, and rules and regulations
- Performs other related duties as assigned

Supervisory Responsibilities:

- This position does not have supervisory responsibilities.

Competencies

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.

Interpersonal

- Responds promptly to customer needs
- Responds to requests for service and assistance
- Meets commitments
- Keeps emotions under control
- Contributes to building a positive team spirit and supports everyone's efforts to succeed

Organization

- Contributes to profits and revenue
- Treats people with respect
- Works ethically and with integrity
- Follows policies and procedures
- Supports organization's goals and values

Self-Management

- Is consistently at work and on time
- Follows instructions, responds to management direction
- Takes responsibility for own actions
- Exhibits sound and accurate judgment
- Approaches others in a tactful manner and reacts well under pressure
- Treats others with respect and consideration regardless of their status or position
- Demonstrates accuracy and thoroughness
- Looks for ways to improve and promote quality
- Applies feedback to improve performance and monitors own work to ensure quality
- Observes safety and security procedures and reports potentially unsafe conditions to management
- Uses equipment and materials properly

Language, Math and Reasoning

- Ability to read, analyze and interpret documents such as safety rules, operating and maintenance instructions and procedural manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurements, volume and distance.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Required Education & Experience

- Experience working with children and families is preferred

Additional Eligibility Qualifications

- The employee is required to take a pre-employment drug test and participate in the random drug testing program
- This employee is required to take a pre-employment background check

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- While performing the duties of this job, the employee is regularly exposed to wet or humid conditions; works near moving and mechanical part; is exposed to outdoor weather conditions including extreme heat; and is exposed to vibrations
- While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles.

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.

- The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds
- While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle or feel, reach with hands and arms, climb or balance and talk or hear
- While performing the duties of this job, the employee is occasionally required to stoop, kneel, crouch, or crawl and smell

Vision Requirements

- Close vision (clear vision at 20 inches or less)
- Distance Vision (clear vision at 20 feet or more)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)

Additional Information

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. Management has the right to add to, revise, or delete information in this job description. Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Hermann Park Conservancy is an Equal Opportunity Employer