



Currently seeking applicants for the following position:

Manager, Training & Development

Summary: Responsible for the implementation of training objectives for Six Flags Discovery Kingdom. Position will ensure that a system of initial and ongoing training is in place and consistently executed across all Team Members. This will involve training development, delivery, and assessment of effectiveness. In addition, position will assist in evaluating and improving delivery of the Guest experience by managing the Guest Service Audit Program.

Key Duties and Responsibilities:

- Partner with Corporate Training and Development to create and implement a comprehensive training program focused on delivery of a superior Guest experience and operational excellence
- Collaborate with Park Management and Guest Relations in developing Guest service training for all Team Members
- Develop and deliver service-oriented training for all Team Members to enhance the Guest experience
- Collaborate with departments to create departmental training content and ensure effective deployment
- Classroom instruction and on the job training
- Train Supervisors on management and leadership skills
- Conduct or facilitate Train the Trainer programs for Park trainers
- Ensure full training curriculum is consistently delivered to all Team Members as defined
- Interface with department trainers and Training Supervisors across theme park to share best practices and maximize the effectiveness of training programs
- Track and analyze relevant statistical employment information to evaluate training effectiveness and identify opportunities to continuously improve training efforts
- Conduct Guest Service Audits to evaluate team member and department delivery of the Guest experience
- Presentation of Guest Service metrics to Park Management and regular communication of results to Team Members
- Support HR in off-season recruiting and hiring of seasonal Team Members

Skills and Qualifications:

- 2+ years Supervisory or management experience
- Training experience – developing training programs and facilitating large groups, emphasis on training Team Members with no prior experience
- Excellent verbal and written communication skills, with demonstrated ability to teach a group new concepts or processes
- Must be professional, energetic, self-motivated, able to motivate others, and have a positive attitude
- Strong teamwork skills and ability to work productively across departments
- Strong work ethic with the ability to work well under pressure and multi-task
- Computer proficiency in Microsoft Office Products
- Flexible schedule required including nights, weekends, and holidays

Reports to: Director, Human Resources and Administration

Application Deadline: November 19, 2009

Date Posted: 11/5/09

Interested Candidates should submit resumes to:

Six Flags Discovery Kingdom

Attn: Human Resources

1001 Fairgrounds Drive

Vallejo, California 94589

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