



Games Supervisor

Job Summary: The daily operation of the Games Department. Learn proper procedures for supervision, training, scheduling, and coaching of Team Members and Team Leads. Provide a safe and clean park for Guests and Team Members. This position is accountable for delivering a superior Guest experience, while enforcing all park policies and procedures.

Essential Duties and Responsibilities:

- Oversees the opening and/or closing of all Games areas, ordering stock, weekly inventory, scheduling, Team Member motivation, and Team Member discipline.
- Schedule staff and inventory/order materials to insure proper operation of the department
- Create, implement, and maintain training/recruiting programs consistent with company standards
- Responsible for tracking and operating within labor and expense budgets
- Responsible for all aspects of the Attractions Department, including the cross training of the staff.
- Track all inspection reports for the Rope Ladders and Paintball on a daily basis.
- Schedules Supervisors and Leads according to budgetary guidelines.
- Perform all duties in area Supervisor job description.
- Create and administer a break and rotation schedule for all Supervisors.
- Insure proper training of all personnel and maintain proper staffing.
- Track gross profit and net performance and suggest/initiate necessary actions to meet budget goals.
- Insure proper cash handling and prevent merchandise damage or shrinkage and prevent cash misuse.
- Must be microphone trained and must demonstrate to Team Members how to use a microphone.
- Ensures all Race Games have Team Members using the microphones and speling to Guests.
- Maintain high standards of safety and appearance in each unit as established by Six Flags New England.
- Provide input to Games Maintenance regarding all equipment to avoid costly repairs or downtime.
- Responsible for the set up and operation of Grove Games.
- Supervise Games Team Members, including providing feedback that directly impacts hiring, discipline, rewards/recognition and termination decisions
- Utilize operational information to provide insight into operational decisions, including but not limited to staffing levels and operational hours of department
- Must be able to work in a Team environment.
- Provide excellent Guest Service and resolve any Guest's questions or issues.
- Comply with all SFNE policies and procedures.
- Act as a liaison between Games and Loss Prevention.
- Responsible for interacting with internal and external Guests and resolving/addressing concerns
- Enforce and adhere to Six Flags New England Wardrobe Policy and SFNE Appearance Standards.
- Willfully perform duties in any department at SFNE when necessary.
- Performs other incidental and related duties as required and assigned.

Reports to: Games Assistant Manager

Skills and Qualifications:

- Will be required to work up to six days per week, including nights, weekends, holiday, and varied hours during operating season (40-60 hours per week average)
- Two to three years of supervisory experience preferred
- Must be able to demonstrate excellent written and oral communication and interpersonal skills
- Must possess strong leadership, motivational and organizational skills
- Strong work ethic with an attention to detail
- Computer experience required, especially with Microsoft Excel and Word programs
- Ability to handle multiple situations simultaneously and meet deadlines in an efficient manner
- Friendly, proactive, service-oriented approach to problem solving required
- Periodic travel to sister parks to assist with park operation or training may be required
- Must be able to work professionally and productively with all levels of management including other Supervisors and Managers as well as Directors and Park President

Interested candidates should submit a resume to:

Jmurray@sftp.com

Six Flags New England Human Resources

Attention: Jennifer Murray

P.O. Box 307

Agawam, MA 01001-0307

Fax: (413) 821-0038