

**City of San José**  
**CLASS SPECIFICATION**

**Title: Rides & Attractions Safety Coordinator (6175)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Parks, Recreation, and Neighborhood Services	Varies	Non-exempt

**CLASS SUMMARY**

Under limited direction, coordinates and supervises the day-to-day safety operations for the rides and attractions at Happy Hollow Park & Zoo.

**DISTINGUISHING CHARACTERISTICS**

This is a single incumbent classification based on rides and attractions expertise. This class differs from the Amusement Park Supervisor in that incumbents of the latter class focus on multiple park operational areas such as customer service, concessions, cash handling, ride maintenance, and puppet theater productions. This position differs from the Senior Recreation Leader as its specialized focus is on rides and attractions safety operations.

**QUALIFICATIONS**

**Minimum Qualifications**

**Education and Experience**

Completion of high school or equivalent General Educational Development (G.E.D.) Certificate, or California Proficiency Certificate, AND two (2) years (4,160 hours) of full-time rides operations experience with 1 (one) year in a lead capacity.

OR

Two (2) years of college (equivalent to 60 semester units/90 quarter units) and two (2) years (4,160 hours) of rides operations experience.

**Acceptable Substitution**

None

**Required Licensing (such as driver's license, certifications, etc.)**

- Possession or ability to acquire within one (1) year of employment, Operations Technician Level I or greater certification from AIMS International
- Valid CA Driver's License or ability to obtain within 6 months of hire date.
- Valid first aid certificate or ability to obtain within 6 months of hire date.
- Valid CPR certificate or ability to obtain within 6 months of hire date.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**Basic Competencies**

**(Needed at entry into the job in order to perform the essential duties.)**

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- Job Expertise – demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Problem Solving - approaches a situation or problem by defining the problem or issue; determines the significance of problem(s); collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Decision Making - identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Multi-Tasking - can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Customer Service - demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently in a timely, accurate, respectful and friendly manner.
- Communication Skills - communicates and listens effectively and responds in an timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current; well-organized, legible, concise, neat, and in proper grammatical form.
- Leadership - Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

**Additional Competencies and/or Desirable Qualifications**

**(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)**

Knowledge of:

- Knowledge of the day-to-day operation of the Rides and Attractions program at an amusement park and zoo.

Ability to:

- Ability to establish, maintain, implement and improve program operational procedures and policies, ride operations manuals, emergency and evacuation procedures, tag out/lock out procedures, certification sheets and training aids in compliance with five ride manufacturers, state guidelines (CAL DOSH) and ASTM F-24 industry standards.

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- Ability to ensure compliance with California Department of Safety and Health (CAL DOSH) mandated (scheduled and un-announced) rides safety inspections, annual qualified safety inspection (QSI), and record audit of rides maintenance and training; ensure all mechanical preventative, corrective and modification maintenance is completed and recorded according to manufacturers' specifications and periodically.

<b>DUTY NO.</b>	<b><u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
1.	Coordinates and supervises the daily operations of the rides and attractions located inside Happy Hollow Park & Zoo (HHPZ).	Continuous
2.	Provides oversight of operational procedures and creates and updates policies including ride operations manuals, emergency and evacuation procedures, tag out/lock out procedures, certification sheets and training aids to ensure compliance with multiple ride manufacturers, state guidelines (CAL DOSH) and ASTM F-24 industry standards.	Continuous
3.	Coordinates and prepares, workload scheduling, and personnel and equipment requirements.	Continuous
4.	Works closely with rides staff to ensure HHPZ's standards and policies are enforced.	Continuous
5.	Mediates and resolves guest concerns and/or complaints.	Frequent
6.	Ensures compliance with California Department of Safety and Health (CAL DOSH) mandated (scheduled and unannounced) rides safety inspections, annual qualified safety inspection (QSI), records audit of rides maintenance and training.	Continuous
7.	Handles the completion and records management function for mechanical, preventative, corrective, and modification maintenance.	Frequent
8.	Ensures that the physical rides areas are maintained to ensure safety and cleanliness of rides, queues, ride areas, platforms, and control booths.	Continuous
9.	Receives and reviews various records and reports including schedules, ridership reports, guest comments, incident/accident reports, downtime reports and ride discrepancy reports.	Frequent
10.	Monitors safety incidents to determine trends and takes immediate corrective action.	Occasional
11.	Coordinates, oversees and participates in ride training; trains and certifies operations; recognizes and implements needed revisions to operational procedures.	Frequent
12.	Seeks ways to improve the quality of the guest experience through increasing staff training, emphasizing park cleanliness, and developing ideas for adding value to HHPZ.	Occasional

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13.	Contributes to staff performance appraisals to ensure timely performance feedback to staff as well as compliance with city requirements.	Occasional
14.	Provides assistance in the recruitment of new staff.	Occasional
15.	Performs other related work as required.	As Required

\*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

**PHYSICAL/ENVIRONMENTAL ELEMENTS**

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

**CLASSIFICATION HISTORY** *Created 12/14; s000; Rev. 04/22*