



JOB ANNOUNCEMENT

Event Traffic Operations Manager: Washington Park ZooLights

Full-time/Seasonal

Explore Washington Park

Explore Washington Park is a 501(c)3 non-profit that has a license agreement with the City of Portland to provide transportation management for Washington Park. The organization is governed by an 11-person board that includes the Directors of the park venues, TriMet, neighborhood associations, and two at-large positions. *Explore Washington Park* is funded in-full from Washington Park parking meter revenue.

Explore Washington Park helps people make decisions about how they get to and around Washington Park, and ensures they have what they need for a fun, enjoyable visit.

We strive to improve the experience at Washington Park in the following ways:

- By ensuring all visitors have a safe, smooth, positive experience.
- By giving visitors access to better information and ways to get around the park.
- By providing responsive customer support and guidance to park visitors.

More information about *Explore Washington Park* can be found at: <http://washingtonparkpdx.org/>

ZooLights

In addition to the park itself, there are six main attractions that draw over three million visitors to Washington Park annually: the Oregon Zoo, Portland Children's Museum, World Forestry Center, Hoyt Arboretum, Portland Japanese Garden, and the International Rose Test Garden. While the park is relatively quiet from November to March, the Oregon Zoo hosts ZooLights from November 24 – January 3. This annual event runs in the evenings from 5:00 pm to 9:00 pm and can draw evening crowds in excess of 12,000 over the 4 hour period. Last year's event drew over 215,000 visitors.

Explore Washington Park, in conjunction with Portland Parks & Recreation, manages the traffic for this event. Traffic control measures include:

- Hiring and managing up to 10 traffic flaggers/evening
- Hiring and coordinating with on-site police and fire
- Renting variable message signs for Hwy 26 to pre-message traffic notices to zoo guests
- Incentivizing the use of transit
- Increasing parking rates during the event
- Running overflow parking lots and shuttles
- Coordinating with the Oregon Zoo, World Forestry Center, TriMet, ODOT and the Portland Children's Museum on transportation efforts

This year, attendance is expected to be over 200,000 for the 39 days of ZooLights. Six of these nights are expected to have attendance numbers over 10,000 and six are expected to have attendance between 8,000 and 10,000. These peak nights require precise management of the entire transportation system.

Event Transportation Operations Manager

Position: Full-time, temporary

Seasonal: November 19, 2015 – January 3, 2016 (excluding November 26, December 24, December 25)

Days: Wednesday – Sunday

Hours: 3:00 pm – 11:00 pm

Pay: \$25 - \$30/hour DOE

Benefits: TriMet monthly pass for December

Overtime: up to 16 hours of overtime work (at time and half pay) available for December 21 and December 22.

The Event Transportation Operations Manager is the on-duty supervisor for all transportation aspects for Washington Park during the Oregon Zoo's ZooLights event. This position will be in the field on all days, outdoors, in all weather conditions. This position will perform the following duties:

- Enact the transportation management plan *Explore Washington Park* and PP&R created for ZooLights
- Oversee flagging and traffic control staff, who ensure traffic flows smoothly into, out of, and within lots and lanes. There will be over 10 traffic flaggers scheduled for peak nights.
- Activate and manage overflow shuttles, which move park-goers within the parking lots.
- Oversee the placement of traffic devices in the parking lots, including cones, signs, and barricades.
- Enact the traffic engineer certified plan to close the Hwy 26 slip lane at the Washington Park exit on 6 pre-determined peak nights.
- Coordinate with PP&R Park Rangers to manage queues at the overflow parking lots. Historically lines can be 45 minutes long.
- Coordinate with Oregon Zoo staff to manage queues at the Zoo entrance. Historically, lines can be 45 minutes long.
- Coordinate with on-site police and fire during any emergency situation. Police and fire will be on-site 12 of the 39 nights.
- Serve as the point person for all aspects of traffic during ZooLights.
- Respond to traffic and emergency issues as they arise.

The Event Transportation Operations Supervisor will oversee all the major parking areas in Washington Park, as well as the overflow parking lots. This person will typically drive or walk between locations. Therefore, the ideal candidates for this job are those that are resilient and able to maintain professional composure during extremely busy days with heavy traffic, and with customers that may be angry or upset. The position is expected to respond to and triage complaints or concerns from customers in the field regarding the transportation system. Eligible candidates must have the ability to lift, throw, and pivot up to 40 pounds; stand for prolonged periods on concrete or asphalt; swiftly move on uneven surfaces; use a two-way radio; use hand signals to direct traffic and have a current driver's license.

The successful candidate will have experience working in high-stress situations. He/she will have excellent problem solving skills and the ability to think on his/her feet.

This posting will be used to fill 1 vacancy at approximately 40 hours per week. Weekend and evening work is required.

Application

E-mail resumes, a cover letter and answers the supplemental questions on a separate sheet to heather@washingtonparkpdx.org. Your cover letter should speak to your ability to problem solve and handle stressful situations.

Supplemental Questions

1. Are you able to lift, throw, and pivot up to 40 pounds; stand for prolonged periods on concrete or asphalt; swiftly move on uneven surfaces?
2. Are able to operate a two-way radio and an iPhone?
3. Do you have a current valid driver's license?
4. Are you able to submit to a criminal background check?
5. Are you able to receive ODOT traffic flagger certification? Training will be set up and provided by Explore Washington Park?
6. Are you able to work nights and weekends?
7. Are you able to work primarily outside in all weather conditions, including cold and rain?

Position is open until filled. The first review of applications will take place on October 30. Interviews will take place shortly thereafter. No phone calls please.