



Project Manager

OMC Region

REPORTS TO: Lara McKay – Senior Director, Design Services & Development

PROJECT TEAM ROLE: The Project Manager is responsible for the development of new guest experiences for the Ozark Mountain Country (OMC) Region of Herschend in conjunction with the Creative Director. This role will drive the creation of dynamic and innovative attractions, rides, retail & dining experiences as well as seasonal festival activations.

SUMMARY:

The Project Manager is responsible for driving and managing the development of facility, ride, show and guest experience elements for each project, in concert with Herschend Creative Studios (HCS) and the Property Project Team, from Concept Development through Final Design / Construction Documents of the project. The Project Manager will then support the role of the Property's designated Project Director in the final delivery of Construction through Opening Day / Close-out of the project. For all defined show elements, the Project Manager will be responsible for driving and managing the development from Concept Development through Opening Day / Close-Out.

THE PROJECT MANAGER CAN EXPECT....

To work on projects that have never been done before – Ideas that are unproven and concepts that make people smile. To have fun and be treated with respect. To have real responsibility and see Herschend projects be completed and BUILT. To work in an environment that is highly innovative and full of smart people. To have challenging work, long hours and a mile-a-minute pace.

But most of all, to find deep satisfaction in knowing that all the hard work put forth makes a difference in our world by helping to bring families closer together.

DUTIES & RESPONSIBILITIES:

Financial

- *Responsible for developing and updating overall project budget and ensuring the project remains on budget.*
- *Develop and maintain a current Trend Log for any budget deviations.*
- *Create and maintain the Cash Flow document throughout the life of the project.*
- *Lead and coordinate value engineering efforts, as needed.*

Schedule

- *Responsible for developing and maintaining master project schedule / Gantt Chart and ensuring project remains on schedule.*
- *Provide two-week look-aheads for the project and ensure the project team is on task.*

Design Management

- *The Project Manager will review all design and engineering submissions and drive the necessary project team reviews with the Property, Property Support Center (PSC) and/or third parties to obtain clear project direction and approvals. Submission reviews include but are not limited to ride vendor design and engineering, third-party ride structural engineering, show design consultants and fabricators, facility / site design and engineering consultants (A&E), technical design consultants, fabricators and suppliers and third-party consultants to ensure they comply with project goals, budget and project team direction.*
- *Responsible for leading the review meetings and driving them to conclusion. Articulate and negotiate consensus on all comments from the client, project team, Safety/Attraction/Maintenance (SAM) team, PSC (F&B, Retail, Engineering, etc.), external vendors etc.*

General Management

- *Identify, analyze and manage potential and actual issues and risks. Take corrective action by tackling day-to-day issues head-on (and reporting to the internal HCS Team) and reviewing more serious issues and risks that might impact scope, schedule, quality and / or cost with the internal HCS Team.*
- *The Project Manager will be a partner to the Creative Director and Sr. Director, Strategic Planning & Development on the project. Will report to Sr. Director, Design Services & Development from an oversight, process and financial standpoint to ensure that the project and deliverables are complying with Herschend standards and procedures.*

Resources

- *Interface and manage appropriate internal and external resources through every phase of design, production and installation.*
- *Develop scopes of work, manage sourcing, staffing and implementation to support all project efforts.*
- *Negotiate with and procure outside resources as necessary and ensure they are on budget and on schedule.*
- *Work with appropriate HCS, Property and/or PSC personnel to ensure Agreements are developed and executed for each scope of work and invoiced accordingly.*

Administration / Communication

- *Responsible for issuing design & engineering packages, concepts, schedules, budgets, agendas, meeting notes, etc. and communicating to project team, as required, and following the protocol of who should be cc'd on these communications.*
- *Set up any required project team, internal or executive meetings and also lead the meetings & drive them to conclusion. Articulate and negotiate consensus on a final vision of the guest experience and project goals.*
- *Responsible for creating Agendas for each project meeting clearly outlining goals and objectives of each meeting*
- *Develop meeting notes for each project meeting. This includes presentations to Executive Management (PSC / Property), project team meetings, internal HCS meetings, vendor meetings, etc. that will be distributed to the appropriate members of the project team. The meeting notes should include documentation of what transpired at the meeting, along with any Action Items to be completed and the timeframe required and who is responsible for their completion.*
- *Provide status reports on schedule, budget and project, on a weekly basis to the project team, or more often if requested.*
- *Responsible for utilizing all Product Development Process (PDP) tools/deliverables as indicated in the PDP matrix, to ensure the project follows HFE protocols. This includes Deliverables Lists, Estimate Templates, Trend Log, Project Profiles, etc.*
- *Responsible for Document Control, which includes setting up, following HCS protocols and ensuring all Dropbox folders are populated and up-to-date. A Herschend employee must set up the primary DB folders, so that Herschend is the owner.*
- *Development of Close-Out Documentation, as required.*
- *All verbal communication with vendors, project team, etc. should be documented in email and issued to the appropriate project team members.*
- *Utilize Herschend-provided computer and Herschend email address.*
- *Utilize a Herschend-provided signature block on emails & correspondence, which indicate role as HCS Project Manager / Herschend representative rather than individual company contact information.*
- *Must have high degree of tact & diplomacy and excellent communication skills to obtain favorable decisions and maintain good will. Must be courteous and polite in written and oral communications and be able to convey ideas in a nonconfrontational manner in one-on-one situations, small groups and before large audiences at all levels, both inside and outside the company. Must utilize **Leading with Love** tenets.*

LOCATION & WORK ENVIRONMENT: *This position is full-time and will be based in the Orlando HCS office. Regular travel will be required.*

EDUCATION & EXPERIENCE: *Bachelor's Degree from a four-year college or university in architecture, design, business or related field is required. Minimum of 10 - 15 years' experience managing and leading a world-class team in theme park attraction or entertainment projects is required.*

SOFTWARE SKILLS: *Must have advanced proficiency in Microsoft Project (or similar), Adobe Acrobat, Microsoft Word, Excel, PowerPoint/Keynote and Outlook. Knowledge of AutoCAD & SketchUp/modeling software is helpful. Use of Mac is preferred but not required.*

COMMUNICATION & REASONING SKILLS: Ability to read, analyze and interpret typical industry design and technical drawings, financial reports and legal documents. Ability to write reports, business correspondence, scopes of work and RFPs along with the development of financial analyses and effectively present and communicate complex ideas to executive management, external and internal teams and to vendors. Must have ability to interpret a variety of instructions/information furnished in written, oral, diagram or schedule form as well as to define problems, collect data, establish facts and draw valid conclusions.

DEMEANOR: Curious, tenacious and resourceful. This position faces tasks and situations never encountered before and will need to find the way from A to Z without step-by-step instructions. Fluid and multi-tasking. Able to create order in a world where everything is urgent and never lets a task fall off the radar. Should thrive in the details but be able to understand how their piece of the puzzle fits into the bigger picture.

ABOUT HERSCEND:

Herschend operates more than 40 family entertainment brands across North America, iconic destinations such as Dollywood Parks & Resorts, Silver Dollar City Parks & Resorts, the Harlem Globetrotters, and recently acquired properties such as Kennywood, Adventureland, and Lake Compounce, continuing its mission to bring families closer together by creating memories worth repeating®.

Our story began 75 years ago when the Herschend family discovered wonder deep in an Ozark Mountain cave—and chose to share it with the world. Today, Herschend is the world's largest family-held themed attractions company, with 22,000 hosts and a portfolio of more than four dozen properties, including destinations, resorts, theme parks, water parks, immersive experiences and content enjoyed by audiences worldwide. Together, we love in all we do, every day—caring for one another, welcoming our guests with warmth and making a positive difference in our communities.

For more information, visit www.hfecorp.com

ABOUT HERSCEND CREATIVE STUDIOS:

*We are a diverse in-house group of creators, storytellers, architects, planners, designers, technical experts and brand developers who **think about everything audiences see, hear and, most importantly, feel** when they experience any of Herschend's products—whether theme parks, water parks, aquariums, resorts, TV shows, publications, retail products and even multimedia experiences.*

*Our hearts are happy when we create family-fortifying experiences and entertainment which connects families to each other and aligns with Herschend's mission of **Creating Memories Worth Repeating®**.*