

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>INCLINE RETAIL TEAM LEADER</i>	Team: TN Operations
Reports to: TN OPERATIONS MANAGER	Status: Hourly, Part Time

Summary:

Supervises the daily operations of the Incline Railway Retail location(s). Assists the TN Operations Manager with general oversight of the retail areas. Focuses on the guest experience and quality guest service at the retail areas.

Responsibilities:

- Leads team in accordance with Culture of Excellence and operational goals.
- Delivers excellent guest service in line with the organization's Mission, Culture, and Values.
- Jointly prepares weekly schedule and communicates scheduling issues to TN Operations Manager.
- Proactively manages labor during changing business needs and assists in monitoring partner attendance.
- Assists TN Operations Manager with leading and creating outlines for team meetings.
- Assists in the daily supervision of partners assigned to work on the Incline Retail Team.
- Assists TN Operations Manager in coaching and counseling partners as needed and in preparing Partner Performance Feedback forms.
- Trains Retail partners to include knowledge of opening and closing procedures, proper cash handling and register usage.
- Assists the Retail Inventory Manager with ordering merchandise and tracking merchandise sales and damages.
- Ensures that merchandise is attractively displayed and shops are clean and well stocked to achieve favorable per caps.
- Monitors cash handling procedures to minimize shrink/loss.
- Ensures all paperwork is handled in an accurate and timely manner.
- Ensures that company policies and procedures are followed at all times
- Performs cashier duties as needed.
- Performs other duties as assigned by management.

Qualifications:

- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a professional image to guests.
- Ability to work a flexible schedule, including nights weekends and holidays.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; read and analyze business correspondence; to develop and write reports.
- Must possess basic computer skills (familiar with MS Word, Excel, and Outlook).
- High school diploma or GED preferred; or four to six months related experience.
- Ability to supervise and manage up to 5 partners.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to stand and walk; Ability to stoop, kneel or crouch, and lift up to 30 pounds.