

*SEE ROCK CITY, INC.*  
**JOB DESCRIPTION**

Title: <b><i>OPERATIONS PARTNER (TRAIL &amp; PARKING)</i></b>	Team: Operations
Reports to: Manager of Operations	Status: Hourly, Nonexempt

**Summary:**

*Provides operational support by directing guest traffic in the parking lots and maintaining the grounds and facilities in a clean, attractive manner.*

**Responsibilities:**

- ◆ Delivers excellent guest service in line with the organization's mission, culture, and values.
- ◆ Models appropriate guest and partner interaction at all times.
- ◆ Opens and closes the trail for daily operations.
- ◆ Keeps all Rock City grounds clean and free of litter.
- ◆ Monitors guests and provides information or assistance as needed.
- ◆ Cleans restrooms on a regularly scheduled basis.
- ◆ Directs traffic in the parking lots per instructions from a member of the Operations management team.
- ◆ Sets up and takes down equipment for events at Grandview and/or other special events.
- ◆ Performs other duties as assigned by management.

**Qualifications:**

- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a conservative and professional image to guests
- Ability to work a flexible schedule, including nights, special events, weekends and holidays.
- Ability to speak effectively in one-on-one and small group situations.
- Ability to read & interpret documents.
- High school diploma or GED; or one to three years related experience; or equivalent combination of both.
- Ability to frequently lift and/or move up to 80 pounds.
- No prior experience needed. Must complete company orientation and training before beginning work.