

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>SPECIAL EVENTS TEAM LEADER</i>	Team: Special Events
Reports to: Special Events Manager	Status: Full-Time, Hourly

Summary:

The Special Events Team Leader assists the team with the operation of Special Events at See Rock City, Inc. attractions, Community Partnership functions, and operations of Rock City Talent. The Team Leader focuses on both the quality guest experience we provide during special events as well as the internal, day-to-day experience of excellence we provide to our RC Talent partners.

Responsibilities:

- Models the Culture of Excellence values and lives out our Mission daily.
- Models appropriate guest and partner interaction at all times.
- Assists with the planning, coordinating, set-up/tear-down of special events and park decor.
- Coordinates/schedules auditions and talent needs with the Special Events Manager.
- Assists in training Rock City Talent partners to include character development, safety policies and procedures while in costume, checking costumes in and out of active inventory, upkeep procedures, and other items, as needed.
- Assists with the oversight of events including activities and Rock City Talent performers.
- Leads and assists with supervision of contract staff up to 10 partners.
- Participates and assists with identifying new opportunities for the design and planning of Special Events.
- Ensures costumes are cleaned, repaired, inventoried and stored regularly.
- Ensures Rock City Talent audition and changing facilities are cleaned and organized as needed.
- Assists the Special Events Manager with Community Partnership functions and Contract Performer relations as needed.
- Assists with administrative tasks including sign requests, work orders, and related items.
- May assist with media visits or other event promotion activities, as needed.
- Ensures that company policies are followed through leading by example and communicating questions and concerns with the Special Events Manager on a regular basis.
- 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.
- Has received a high school diploma or GED; four to six months related experience; or equivalent combination of both.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to stand, walk and use hands to handle merchandise and operate cash register; Ability to stoop, kneel or crouch, and lift up to 50 pounds; Ability to withstand heat conditions and enclosure (in a fur costume) for 20-30 minutes at a time.