

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>FIRST IMPRESSIONS PARTNER</i>	Team: First Impressions
Reports to: First Impressions Team Leader	Status: Non-Exempt, Part-Time

Summary

Responsible for the smooth and efficient handling of sales at the Ticket Desk and Cornerstone Station Annual Pass Gift Shop as well as providing excellent guest service in line with our values and mission. Under the direction of the First Impressions Team Leader the First Impressions Partner is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times.
- Performs the opening and closing procedures for scheduled location (ticket desk or Cornerstone Annual Pass location).
- Answers guest questions, processes ticket sales, and captures zip codes in an efficient, accurate and timely manner.
- Processes groups accurately.
- Advises guests of annual pass program and makes sale when needed.
- Creates annual passes and records information accurately.
- Performs cashier responsibilities in the Ticket Desk Cornerstone Annual Pass Gift Shop
- Maintains a clean and orderly work area.
- 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 speak effectively in one-on-one and small group situations.
- Ability to read and interpret documents; to write reports and correspondence.
- No prior experience needed. Must complete company orientation and cashier training before beginning work.
- Must possess good computer skills.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 15 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.