

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: ATTRACTIONS REVENUE INVENTORY ASSISTANT	Team: Attractions Revenue
Reports to: Merchandise Coordinator	Status: Full-Time, Non-Exempt

Summary

Under the direction of the Merchandise Coordinator the Attractions Revenue Inventory Assistant 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.
- Ensures excellent guest service in all aspects, including onsite and phone Mystery Shops.
- Answers phone in professional manner and take messages and/or orders as needed.
- Checks voicemail, email, and responds or routes to appropriate partner.
- Processes online, telephone, and mail orders with follow up correspondence as needed.
- Prepares and ships all orders through Shopify, UPS, and USPS for Retail Stores, Online, Wholesale Vendors and Lost & Found.
- Coordinates site visits for service reps.
- Ensures all merchandise stock transfers, requisitions and damages are processed timely and accurately.
- Ensures all merchandise shop set up guides are correct and up to date
- Performs other duties as assigned by management.

Qualifications

- Either has received or is pursuing a high school diploma or GED; or four to six months experience in warehouse, inventory or related experience; or equivalent combination of both.
- Models appropriate guest and partner interaction at all times.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a conservative and professional image to guests.
- 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.
- Prefer good sales abilities and basic computer skills.
- Possess a current driver's license and good driving record.
- 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 30 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.