

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>SEASONAL STANDS TEAM LEADER</i>	Team: Retail
Reports to: Retail Operations Manager	Status: Hourly, Nonexempt

Summary:

Supervises daily operations of Seasonal Stands, which includes Cliff Terrace, Rock Shop, Climbing Wall, Makeovers and Seasonal Carts.

Responsibilities:

- ◆ Leads team in accordance with Culture of Excellence and operational goals.
- ◆ Ensures excellent guest service in all aspects, including Mystery Shop.
- ◆ Communicates scheduling issues to Retail Operations Manager. Proactively manages labor during changing business needs.
- ◆ Delivers excellent guest service.
- ◆ Assists the Retail Inventory Manager with merchandise ordering and tracking merchandise sales and damages.
- ◆ Ensures that merchandise is attractively displayed and shops are clean and well stocked to achieve favorable per caps.
- ◆ Trains partners to include knowledge of opening and closing procedures, proper cash handling and register usage, and Climbing Wall Safety Procedures.
- ◆ Monitors cash handling procedures to minimize shrink/loss.
- ◆ Ensures all paperwork is handled in an accurate and timely manner.
- ◆ Oversees the daily supervision of partners assigned to work on the Seasonal Stands Team.
- ◆ Ensures that company policies are enforced.
- ◆ Performs cashier duties as needed.
- ◆ Performs other duties as assigned by management.

Qualifications:

- 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 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.
- Either has received or is pursuing a high school diploma or GED; or four to six months related experience; or equivalent combination of both.
- Ability to add, subtract, multiple, or divide. Ability to perform these operations using units of American money.
- Ability to supervise and manage up to 10 partners.
- Prefer good sales abilities and basic computer skills.
- Possess a current driver's license and good driving record.

- Ability to stand, walk, stoop, kneel or crouch; Use hands to handle merchandise, prepare food, and use cash register, and lift or move up to 25 pounds.