

SEE ROCK CITY, INC.
JOB DESCRIPTION

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

Summary

Assists First Impressions Team Leader with the operation and staff of the Admissions and Character/Official Greeter teams. Focuses on the guest experience and quality guest service in these areas. Under the direction of the First Impressions Team Leader the First Impressions Lead 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, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Communicates scheduling issues to Team Leader. Proactively manages labor during changing business needs.
- Oversees the daily supervision of partners assigned to work for the First Impressions Team in absence of Team Leader.
- Assists in training admissions partners to include knowledge of opening and closing procedures, proper cash handling and register usage, ticket sells, group processing and annual pass sales.
- Assists in training Character/Official Greeter partners to include safety policy and procedures while in costume, upkeep of costumes and Official Greeter policies and procedures.
- Assists with maintaining working order of all equipment in Admissions (computers, ticket printers, scanners, etc.). Coordinates with Team Leader when maintenance is needed.
- Monitors cash handling procedures to minimize shrink/loss.
- Performs all admissions functions including ticket sales, annual passes, and group processing.
- Performs all tasks associated with the Costume Character position, including wearing costumes, serving as a spotter for others in costume, and Official Greeter.
- Ensures costumes are cleaned regularly.
- Ensures Visitor Center is stocked with brochures.
- Ensures that company policies are enforced.
- Performs other duties as assigned by management.

Qualifications

- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Either has received or is pursuing a high school diploma or GED; four to six months related experience; or equivalent combination of both.
- Ability to communicate and interact effectively in one-on-one and small group situations.
- 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.
- Ability to withstand heat conditions and enclosure for 15-25 minutes at a time.
- Required to regularly use hands and fingers. Ability to lift/move up to 25 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.