

*See Rock City, Inc.*  
**JOB DESCRIPTION**

Title: <b><i>FIRST IMPRESSIONS SENIOR TEAM LEADER</i></b>	Team: Rock City
Reports to: Attractions Experience Manager	Status: Full-time, Non-Exempt

**Summary**

*Oversees the daily operations of the Ticket Sales for Rock City Gardens. Focuses on the guest experience and quality guest service at Rock City Gardens. Responsible for the smooth and efficient handling of sales at the Ticket Desk and Cornerstone Station Annual Pass Gift Shop. Under the direction of the Attractions Experience Manager the First Impressions Senior Team Leader 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.
- Jointly prepares weekly schedule and communicates scheduling issues to Attractions Experience Manager.
- Proactively manages labor during changing business needs and assists in monitoring partner attendance.
- Assists Attractions Experience Manager with leading and creating outlines for Team Meetings.
- Assists in the daily supervision of partners assigned to work at Rock City Gardens.
- Assists Attractions Experience Manager in coaching and counseling partners as needed and in preparing Partner Performance Feedback forms.
- Ensures that ticketing areas are kept clean and attractive to help present a favorable first impression to guests.
- Reports to Attractions Experience Manager when maintenance is needed on any SRC equipment.
- Works with Attractions Experience Manager to ensure supplies are ordered as needed.
- Trains partners to include knowledge of opening and closing procedures, proper cash handling and register usage in all First Impressions areas in accordance with the training checklist.
- Works with Attractions Experience Manager to ensure First Impressions partners are trained on all coupons and/or special offers.
- Monitors cash handling procedures to minimize shrink/loss.
- Ensures all paperwork is handled in an accurate and timely manner.
- Ensures that company policies are enforced.
- Serves as point of contact to respond to customer requests, feedback, and questions, in a manner that reflects excellence and professionalism to achieve positive outcomes for SRC Inc.
- Informs the Attractions Experience Manager of feedback from both guests and partners.
- Assists, as necessary, with interview process for new partner candidates.
- Performs the opening and closing procedures as well as all other normal cashier duties for the ticket desk and Cornerstone Gifts locations.
- 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.
- Ensures annual passes and records information is created and maintained accurately.
- Maintains a clean and orderly work area.
- Adheres to organization's processes and procedures, ensuring these are consistently followed at all times.
- Performs other duties as assigned by management.

**Qualifications**

- 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.
- Ability to lead a team of 15-20 people.

- High school diploma or GED and one to two years related experience.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Possess an outgoing, friendly personality and the ability to provide excellent guest service.
- 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.
- 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.