

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>GARDENS LEAD PARTNER</i>	Team: Gardens & Facilities
Reports to: Manager of Gardens and Facilities	Status: Hourly, Non-Exempt

Summary

The Gardens Lead Partner leads the day-to-day, manager assigned tasks, of the Gardens partners for See Rock City, Inc. and ensures that the tasks assigned are done excellently and in a timely manner to support the company's business operations. With a solid understanding of installing and maintaining landscapes, the Lead Partner will delegate the daily tasks to best use the teams resources. The Lead Partner serves as the primary point of contact for the Gardens & Facilities Manager. Under the direction of the Manager of Gardens and Facilities, the Gardens 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.
- Assists the manager with the training of new gardens partners to ensure knowledge of tools and equipment.
- Communicates work assignments for up to 10 gardens partners.
- Provides necessary direction to gardens partners and ensures that partners perform their assigned tasks.
- Adheres to organization's processes and procedures, ensuring these are consistently followed at all times.
- Monitors the progress of all Gardens partners and shares that information with the Manager of Gardens and Facilities to ensure that partners are properly trained and providing excellent guest service.
- Maintains gardens tools and equipment with scheduled maintenance or replacement.
- Leads and participates in the tasks of planting, watering, mulching, trimming, tree cutting, mowing, and clearing debris on a regular basis.
- Ensures safe practices are observed by the gardens team at all times.
- Adheres to the organizations processes and procedures, ensuring these are constantly followed at all times.
- Performs other duties as assigned by management.

Qualifications

- High school diploma or GED required.
- Minimum 3 years' experience in landscaping and/or with various types on plants environment preferred.
- Coordination and leadership skills with the ability to motivate, develop, and oversee others.
- Ability to lead the tasks assigned each day by the Manager.
- Ability to lead up to 3 partners.
- Ability to get along and work well with teammates

- Ability to convey a conservative and professional image to guests.
- 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.
- Possess a current driver's license and good driving record.
- 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 80 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.
- Ability to work outdoors on a regular basis, including working in extreme temperature in summer and winter.