



## JOB DESCRIPTION

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| Title: Guest Relations Specialist             | Team: Guest Relations         |
| Reports to: Rock City Guest Relations Manager | Status: Full-Time, Non-Exempt |

### Summary

*Provides excellent guest service across the organization by serving as manager on duty, assisting the Wayfinders, and providing support to partners throughout Rock City Gardens. Assists in the design, planning, and execution of Special Events in collaboration with the Senior Manager of Innovation. Under the direction of the Rock City Guest Relations Manager the Guest Relations Specialist 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.
- Maintains consistent physical presence across locations at and contiguous to Rock City Gardens to provide in-person support, partner relations development, and understanding of unique partner/location needs and operations.
- Serves as the Manager-on-Duty (MOD) and serves as a member of the Emergency Response Team.
- As MOD leads in facilitating daily gardens operations and special events, including daily set-up and tear-down of sound, lights, props, and décor, handling contracted talent (including payments), safety policies, procedures, both guest and partner questions/concerns, and other event-related activities.
- Assists the Wayfinders and Hospitality Ambassadors training and monitors the progress of new partners to ensure that they are properly trained and providing excellent guest service.
- Covers Guest Relations Ambassador's breaks by answering all incoming calls in a positive, friendly, and professional manner, providing information, and encouraging potential guests to visit our attractions.
- Communicates with managers of other teams regarding any partner or guest questions that arise while on duty.
- Serves as a Wayfinder by providing an exciting guest experience while being directional along the path of the gardens.
- Ensures that company policies are followed through leading by example and communicating questions and concerns with the Guest Relations Manager on a regular basis.
- Assists the Guest Relations Manager with Community Partnership functions at the events and Contract Performer relations as needed.
- Assists with administrative tasks including sign requests, work orders, and related items.
- Working with the Guest Relations Manager and the Marketing team, serving as an escort and/or coordinator for media visits when needed.
- Serves as point of contact to respond to guest requests, feedback, and questions, in a manner that reflects excellence and professionalism to achieve positive outcomes for SRC Inc.
- Proactively engages with guests throughout the gardens.
- Assist Rock City Gardens partners as needed.
- Adheres to the organization's processes and procedures, ensuring these are consistently followed at all times.
- Performs other duties as assigned by management.

### Qualifications

- High school diploma or GED required.
- Minimum 2 years' experience in Hospitality, Guest Service, and/or Event environment preferred.
- At least 1 year of leadership experience preferred.

- EMT or EMR certification a plus. CPR and First Aid certification required, or willingness to get certified when placed in the position.
- Coordination and Team Leadership skills with the ability to motivate, develop, and oversee others.
- Ability to lead up to 20 partners.
- Possess a current driver's license.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Possess a kind personality, the desire to contribute to a great team, and willingness to learn or improve skills.
- Ability to display a professional, engaging, and polite image to guests and team partners.
- Ability to speak effectively in one-on-one and small group situations knowing that your feedback and input is important to the team.
- Ability to read and understand operational documents.
- Ability to work effectively with a team in a fast-paced, efficient, environment.
- 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. Comfortable using ladders and/or lifts. Must be able to stand regularly.