

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>MEDAL OF HONOR HERITAGE CENTER FIRST IMPRESSIONS PARTNER</i>	Team: Medal of Honor Heritage Center
Reports to: TN Operations Manager	Status: Part-time, Non-Exempt

Summary

Responsible for the smooth and efficient handling of sales at the Ticket Desk and creating a positive experience for guests, providing excellent guest service in line with our mission and values. Helps maintain a clean and orderly environment in the Ticket Desk. Under the direction of the TN Operations Manager the MOHHC First Impressions 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.
- Performs the opening and closing procedures, as well as, all other normal cashier duties for ticket desk.
- Answers guest questions, processes ticket sales in an efficient, accurate and timely manner.
- Adheres to company policy.
- Processes group transactions accurately.
- Maintains a clean and orderly work area.
- Helps restock as needed.
- Answers phone in professional manner and take messages and/or orders as needed.
- Covers retail area as needed for breaks.
- Performs other duties as assigned by management.

Qualifications

- Ability to convey a conservative and professional image to guests
- Ability to read and interpret documents; to write reports and correspondence.
- Must possess good computer skills.
- Possess an outgoing, friendly personality and the desire to provide quality 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 10 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.