



JOB DESCRIPTION

Title: Operations Partner	Team: Operations
Reports to: Operations Manager	Status: Part-Time, Non-Exempt

Summary

Provides operational support by directing guest traffic in the parking lots and maintaining the grounds and facilities in a clean, attractive manner. Under the direction of the Manager of Operations the Operations 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.
- Opens and closes the trail for daily operations.
- Keeps all Rock City Gardens grounds clean and free of litter.
- Monitors guests and provides information or assistance as needed.
- Cleans restrooms on a regularly scheduled basis.
- Directs traffic in the parking lots per instructions from a member of the Operations management team.
- Sets up and takes down equipment for special events at Grandview, Pavilion, and Carter Cliffs.
- Performs other duties as assigned by management.

Qualifications

- At least 1-year previous experience in facilities maintenance or related field and willingness to receive training.
- 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 80 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.