

SEE ROCK CITY, INC.
JOB DESCRIPTION

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| Title: <i>OPERATIONS PARTNER (TRAIL & PARKING)</i> | Team: Operations |
| Reports to: Manager of Operations | Status: Hourly, Part Time |

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 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 events at Grandview and/or other special events.
- Performs other duties as assigned by management.

Qualifications

- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a conservative and professional image to guests
- Ability to read & interpret documents.
- Ability to communicate and interact effectively in one-on-one and small group situations.
- 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.