

*SEE ROCK CITY, INC.*  
**JOB DESCRIPTION**

Title: <b><i>PART-TIME GUEST RELATIONS AMBASSADOR</i></b>	Team: Guest Relations
Reports to: Rock City Guest Relations Manager	Status: Part-Time, Non-Exempt

**Summary**

*Provides excellent guest service across the organization by performing the following duties: answers incoming calls and processes/routes appropriately; greets and provides assistance to guests visiting the hospitality office; provides administrative and clerical support as needed across various teams.*

**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.
- Administers Guest Relations Desk responsibilities two (2) days a week, including weekend and holidays on a regular schedule.
- Answers all incoming calls in a positive, friendly, and professional manner, providing information and encouraging potential guests to visit our attractions.
- Greets and assists both guests and partners visiting the office.
- Maintains Guest Relations desk and office area in a professional and inviting manner.
- Sorts and distributes daily mail and faxes.
- Maintains lost and found items.
- Inventories and orders office supplies as needed.
- Provides general clerical and administrative support to the Guest Relations Team as needed.
- Receives and fulfills brochure requests as requested by potential guests.
- Places accounts payable checks in envelopes and distributes as instructed on a weekly basis.
- Performs other duties as assigned.

**Qualifications**

- High school diploma or general education degree (GED).
- Minimum 6 months experience in guest/customer service environment preferred.
- 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.
- Ability to communicate and interact effectively in one-on-one and small group situations.
- Ability to answer and process several phone calls at once.
- Ability to present a professional image to guests and partners.
- Excellent attention to detail.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; read and analyze business correspondence; to develop and write reports.
- 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 20 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.