

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>PART-TIME HOSPITALITY AMBASSADOR</i>	Team: Human Resources
Reports to: Human Resources Manager	Status: Part-Time, Hourly

Summary

Provides excellent guest service across the organization to both guests and partners by performing the following duties: answers incoming calls and processes/routes appropriately; greets and provides assistance to guests visiting the hospitality office; answers questions and provides excellent service to internal partners needing assistance; 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.
- Administers Hospitality Desk responsibilities two (2) days a week with additional hours at certain times of the year, when needed, including weekends 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.
- Assists in the coordination of partner relations projects, including various ticket giveaways, prize drawings and contests.
- Maintains hospitality desk and office area in a professional and inviting manner.
- Sorts and distributes daily mail and faxes.
- Maintains lost and found items.
- Assists in issuing weekly paychecks to partners, as needed.
- Provides general clerical and administrative support to the HR Team, and other members of management as needed.
- Receives and fulfills brochure requests as requested by potential guests.
- Places accounts payable checks in envelopes and distributes as instructed, when needed.
- Performs other duties as assigned.

Qualifications

- Possess an outgoing, friendly personality and the desire to provide excellent guest service.
- Superior level of communication and customer service skills.
- Ability to answer and process several phone calls at once.
- Ability to present a professional image to guests and partners.
- High school diploma or general education degree (GED).
- Related experience in office environment preferred.
- Excellent attention to detail.
- Ability to speak effectively in one-on-one and small group situations.
- Ability to read and interpret documents; to write reports and correspondence.
- Ability to add, subtract, multiple, and divide. Ability to perform these operations using units of American money.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.