



## JOB DESCRIPTION

Title: <b>RETAIL SENIOR TEAM LEADER</b>	Team: Retail
Reports to: Rock City Retail & First Impressions Manager	Status: Full-Time, Non-Exempt

### Summary

*Oversees the daily operations of the retail team for Rock City Gardens. Focuses on the guest experience and quality guest service at Rock City Gardens. Under the direction of the Rock City Retail & First Impressions Manager, the Retail Senior Team Leader 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, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Jointly prepares weekly schedule and communicates scheduling issues to Attractions Experience Manager.
- Proactively manages labor during changing business needs and assists in monitoring partner attendance.
- Assists Attractions Experience Manager with leading and creating outlines for Team Meetings.
- Assists in the daily supervision of retail partners assigned to work at Rock City.
- Assist Retail Team Leaders with partner schedules.
- Assists Attractions Experience Manager in coaching and counseling partners as needed and in preparing Partner Performance Feedback forms.
- Assists the Attractions Revenue Retail Inventory Manager with merchandise ordering and tracking merchandise sales and damages.
- Ensures that merchandise is attractively displayed, and all areas are clean and well stocked to achieve favorable per caps and cost of sales.
- Reports to Attractions Experience Manager when maintenance is needed on any equipment.
- Works with Attractions Experience Manager to ensure supplies are ordered as needed.
- Trains Rock City Gardens Retail partners to include knowledge of opening and closing procedures, proper cash handling and register usage for all Retail areas in accordance with the training checklist.
- Monitors cash handling procedures to minimize shrink/loss.
- Ensures all paperwork is handled in an accurate and timely manner.
- Ensures that company policies are enforced.
- Serves as point of contact to respond to customer requests, feedback, and questions, in a manner that reflects excellence and professionalism to achieve positive outcomes for SRC Inc.
- Informs the Attractions Experience Manager of feedback from both guests and partners.
- Assists, as necessary, with interview process for new partner candidates.
- Performs the opening and closing procedures as well as all other normal cashier duties.
- Helps restock as needed.
- Answers phone in professional manner and takes messages and/or orders as needed
- Adheres to organization's processes and procedures, ensuring these are consistently followed at all times.
- Performs other duties as assigned by management.

### Qualifications

- High school diploma or GED and one to two years related experience.
- 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 lead a team of 30 people.
- 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 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 30 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.