

See Rock City, Inc.
JOB DESCRIPTION

Title: ROCK CITY GARDENS GUEST RELATIONS MANAGER	Team: Guest Experience Support Team
Reports to: Director of Guest Experience Support Services	Status: Full-Time, Non-Exempt

Summary

Under the direction of the Director of Guest Experience Support Services the Rock City Gardens Guest Relations Manager 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.
- Maintains consistent physical presence across locations at and contiguous to Rock City Gardens to provide in-person support, partner relations development, and understanding of unique partner/location needs and operations.
- Serves daily as the Manager-on-Duty (MOD) and serves as a member of the Emergency Response Team.
- Leads the Wayfinders and Hospitality Ambassadors including work delegation, evaluation, scheduling, and performance management.
- Oversees the Wayfinders and Hospitality Ambassadors training and monitors the progress of new partners to ensure that they are properly trained and providing excellent guest service.
- Works with the Director of Guest Experience Support Services to create and update written procedures for team-specific processes and procedures.
- Acts as the first point of contact for Accounting Team with any partner needs regarding the cash recyclers at Rock City Gardens and Starbucks.
- Communicates with managers of other teams regarding any partner or guest questions that arise while on duty.
- Assists managers of other teams with on-site supervision, leadership, and project management as needed.
- Working with the managers on the Marketing team, serves as an escort and/or coordinator for media visits when needed.
- Creates weekly MOD schedule for Rock City Gardens, ensuring that all shifts are efficiently staffed.
- Serves as point of contact to respond to guest requests, feedback, and questions, in a manner that reflects excellence and professionalism to achieve positive outcomes for SRC Inc.
- Works with the HR Team, regularly conducts guest service training for partners across the organization.
- Adheres to organization's processes and procedures, ensuring these are consistently followed at all times.
- Performs other duties as assigned by management.

Qualifications

- Bachelor's degree in Hospitality Management, Business Administration, or closely related field preferred.
- Minimum 2 years' experience in Hospitality, Guest services, or related field preferred.
- Equivalent combination of education and experience will be considered.
- Previous supervisory experience required with proven track record of leadership and team development.
- Ability to lead a team of 20 partners.
- Possess a current driver's license.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- 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.
- 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.