

See Rock City, Inc.
JOB DESCRIPTION

Title: <i>ROCK CITY RETAIL AND FIRST IMPRESSIONS MANAGER</i>	Team: Attractions Revenue
Reports to: Director of Attractions Revenue	Status: Full-Time, Exempt

Summary

Oversees the Retail and First impressions teams at Rock City Gardens, managing the operational aspects of each related area, providing leadership to the partners across the team, and focusing on delivering excellent guest experiences to all who visit. Under the direction of the Director of Attractions Revenue the Rock City Retail and First Impressions 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.
- Leads the First Impressions and Retail teams including work delegation, evaluation, and performance management.
- Oversees planning and preparation of weekly work schedules by Senior Team Leaders. Makes and distributes the Master Attractions Revenue Team Weekly Schedule.
- Ensures that Senior Team Leaders are proactively managing labor during changing business needs to ensure that overtime is kept to an absolute minimum.
- Approves weekly payroll and completes monthly hour transfers.
- Monitors the progress of new partners to ensure that they are properly trained and providing excellent guest service.
- Creates outlines and leads Team Meetings on a regular basis.
- Communicates equipment maintenance needs to the Network Administrator and/or Gardens & Facilities Manager.
- Interacts with Accounting Team to ensure that Rock City remains on good terms with our vendors by prompt payment of any invoices responsible for.
- Manages expenses within budget parameters.
- Monitors cash over/shorts and reconciles discrepancies with the Accounting Team.
- Adheres to organization’s processes and procedures, ensuring these are consistently followed at all times.
- Works alongside Director to create annual budget for First Impressions and Retail teams needs as well as manages projects/expenses to budget on an ongoing basis.
- Performs regular Manager-on-Duty (MOD) shifts.
- Assigns projects and directs team to ensure compliance and accuracy.
- Performs other duties as assigned by management.

Qualifications

- Bachelor’s Degree (B.A.); business administration, sales, retail management related field of study preferred.
- Minimum three years’ experience Retail Management, Hospitality Management; or similar field.
- Ability to lead a team of 30 people.
- 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 25 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.