

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: SEASONAL STANDS LEAD PARTNER	Team: Retail
Reports to: Seasonal Stands Team Leader	Status: Part-Time, Non-Exempt

Summary

Assists Team Leader with the daily operations of the Cliff Terrace and Prospector's Point areas of Rock City Gardens.

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.
- Communicates scheduling issues to Team Leader or Retail Operations Manager. Proactively manages labor during changing business needs.
- Assists the Team Leader with merchandise ordering and tracking merchandise sales and damages.
- Works with Team Leader to ensure that merchandise is attractively displayed, and shops are clean and well stocked to achieve favorable per caps.
- Trains partners to include knowledge of opening and closing procedures, proper cash handling and register usage.
- Monitors cash handling procedures to minimize shrink/loss.
- Oversees the daily supervision of partners assigned to work on the Seasonal Stands team in absence of Team Leader.
- Informs Manager or Team Leader of any partner issues that may occur during shifts.
- Enforces Rock City's policies and procedures, serving as a positive example by always being in compliance with these policies.
- Performs cashier duties.
- Ability to close Seasonal Stands shops a minimum of 3 nights per week.
- Performs other duties as assigned by management.

Qualifications

- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a conservative and professional image to guests
- Ability to communicate and interact effectively in one-on-one and small group situations.
- Ability to read and interpret documents.
- Either has received or is pursuing a high school diploma or GED; or four to six months related experience; or equivalent combination of both.
- Possess a current driver's license and good driving record.
- 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 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.