

*SEE ROCK CITY, INC.*  
**JOB DESCRIPTION**

Title: <b><i>SPECIAL EVENTS SHOW LEAD</i></b>	Team: Special Events
Reports to: Special Events Manager	Status: Part-Time, Non-Exempt

**Summary**

*This is a Part-Time, Seasonal position that oversees up to 30 partners working as characters during events at See Rock City Inc. attractions. The Show Lead will be responsible for supervising partners during the event hours to ensure safety and quality control. The Show Lead is an integral part in ensuring that excellent guest service is rendered to all of our guests. Under the direction of the Special Events Manager the Special Events Show Lead 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.
- Assists in training Rock City Talent partners to include character development, safety policies and procedures while in costume, checking costumes in and out of active inventory, upkeep procedures, etc.
- Assists with supervision of Rock City Talent partners and is capable of serving as a spotter or other costumed role as needed.
- Assists with the creation of schedules for team members as needed.
- Assists with the set-up/ tear-down of events as needed.
- Ensures that company policies and procedures are enforced at all times.
- Performs other duties as assigned by management.

**Qualifications**

- 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.