

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

Title: <b><i>SPECIAL EVENTS TEAM LEADER</i></b>	Team: Special Events
Reports to: Special Events Manager	Status: Full-Time, Non-Exempt

**Summary**

*The Special Events Team Leader assists the team with the operation of Special Events at See Rock City, Inc. attractions, Community Partnership functions, and operations of Rock City Talent. The Team Leader focuses on both the quality guest experience we provide during special events as well as the internal, day-to-day experience of excellence we provide to our RC Talent partners. Under the direction of the Special Events Manager the Special Events 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.
- Assists with the planning, coordinating, set-up/tear-down of special events and park decor.
- Coordinates/schedules auditions and talent needs with the Special Events Manager.
- 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, and other items, as needed.
- Assists with the oversight of events including activities and Rock City Talent performers.
- Leads and assists with supervision of contract staff up to 10 partners.
- Participates and assists with identifying new opportunities for the design and planning of Special Events.
- Ensures costumes are cleaned, repaired, inventoried and stored regularly.
- Ensures Rock City Talent audition and changing facilities are cleaned and organized as needed.
- Assists the Special Events Manager with Community Partnership functions and Contract Performer relations as needed.
- Assists with administrative tasks including sign requests, work orders, and related items.
- May assist with media visits or other event promotion activities, as needed.
- Ensures that company policies are followed through leading by example and communicating questions and concerns with the Special Events Manager on a regular basis.
- Performs other duties as assigned by management.

**Qualifications**

- High school diploma or GED required.
- Minimum 1 year(s) experience in special events and/or performance environment preferred.
- Coordination and Team Leader skills with the ability to motivate, develop, and oversee others.
- Ability to lead up to partners.
- 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.
- Possess a current driver’s license and good driving record.
- 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 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.