

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: <i>SPECIAL PROJECTS MANAGER</i>	Team: Innovation
Reports to: Sr. Manager of Innovation	Status: Full Time, Exempt

Summary

Working within the Innovation team, assists Special Events, Maintenance, and other teams with special projects, set-building, construction, and guest experience set-up and build-out. Assists the Director of Guest Experience Services with project management and in-house contracting, as needed. Under the direction of the Senior Manager of Innovation, the Special Projects Manager is responsible for the following:

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 preparing the revenue and indirect expenses budget for the Innovation team with oversight from the Sr. Manager of Innovation and the Director of Guest Experience Support Services.
- Monitors and manages indirect expenses for all projects and work assigned.
- Helps ensure the correct set-up, storage, and breakdown of Special Events at Rock City Gardens and other large-scale events at other See Rock City, Inc. locations.
- Project manages, plans, and executes physical enhancements, repair, and development of guest experience and infrastructure projects to facilitate mission delivery.
- Working with the HR team, managing the company Safety Program through procedure development and partner training through the proper sources, including OSHA compliance.
- Coordinates with managers and directors across other teams to bring together internal and contracted talent and skillsets needed to facilitate the timely completion of special projects.
- Jointly oversees the daily supervision of partners assigned to work with the Innovation Team on Special Projects.
- Manages partners to include training, coaching, counseling, & disciplining.
- Performs other duties as assigned by management.

Qualifications

- Bachelor’s degree (B.A.); or three to five years related experience; or equivalent combination of both.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a professional image to guests and partners.
- 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.
- Must possess solid computer skills and be proficient in Microsoft Word, Excel, and Outlook.
- Mastery in use of a wide range of tools and materials, with strong willingness and ability to learn new related skills.
- Must have experience in carpentry, construction, or a related field, with the ability to estimate and price jobs and manage resources to the allocated budget.
- Possess a current driver’s license, good driving record, and ability to travel as needed.
- Ability to add, subtract, multiply, or 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.