

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: WAYFINDER	Team: Special Events
Reports to: Special Events Manager	Status: Hourly, Seasonal

Summary:

Under the direction of the Special Events Manager the Wayfinder performs daily directional guidance to guests to create a seamless traffic flow throughout the gardens. The Wayfinder focuses on both the quality of the guest experience as well as ensuring Rock City guidelines for guest traffic.

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.
- Ability to provide an exciting guest experience while being directional along the path of the gardens.
- Adheres to all policies and procedures at all times.
- Proactively engages with guests throughout the gardens.
- Maintains scheduled shifts and Wayfinding rotations in communication with the Special Events Leadership, and Manager.
- Performs other duties as assigned by management.

Qualifications:

- Ability to time manage.
- Possess an outgoing, friendly personality and the desire to provide quality 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 15 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.