

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

Title: <b><i>BATTLES FOR CHATTANOOGA PARTNER</i></b>	Team: TN Operations
Reports to: TN Operations Team Leader	Status: Hourly, Non-Exempt

**Summary**

*Responsible for handling sales transactions for our guests. Provide excellent customer service. Maintain a clean and orderly shop.*

**Responsibilities**

- Ensures excellent guest service in all aspects, including Mystery Shop.
- Performs the opening and closing procedures, as well as all other normal cashier duties.
- Adheres to company policy.
- Maintains a clean and orderly shop.
- Helps restock as needed.
- Prepares food and maintains portion control.
- Answer phone in professional manner and take messages and/or orders as needed.
- Introduces and operates the electric map presentations.
- Performs other duties as assigned by management.

**Qualifications**

- Must be at least 18 years or older.
- Models appropriate guest and partner interaction at all times.
- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a conservative and professional image to guests.
- Ability to provide a flexible schedule to work as needed during busy seasons.
- Ability to speak effectively in one-on-one and small group situations.
- Ability to read and interpret documents; to write reports and correspondence.
- No prior experience needed. Must complete company orientation and cashier training before beginning work.
- Ability to add, subtract, multiple and divide. Ability to perform these operations using units of American money.
- Must possess good computer skills.
- Ability to stand, walk, use hands to handle merchandise and run register; Ability to stoop, kneel or crouch, and lift up to 10 lbs.