

GRANDFATHER MOUNTAIN STEWARDSHIP FOUNDATION
JOB DESCRIPTION

POSITION TITLE: Seasonal Ticket Attendant

LEVEL: Hourly, Non-exempt

REPORTS TO: Entrance Gate Manager/Assistant Manager

SKILLS REQUIRED:

- Excellent customer service skills.
- Excellent communication skills.
- Willingness to work as a team member.
- Ability to accurately count US currency.
- Must have good manual dexterity.

SPECIALIZED TRAINING REQUIRED:

- Must score 90% or higher on mathematical skills exam.
- On-the-job training of cash handling and POS cash register operation.
- Attend Park-wide orientation at earliest scheduled opportunity.

EDUCATIONAL REQUIREMENTS:

- High school diploma or GED preferred, but not required.

AGE RESTRICTIONS:

- Must be at least 16 years of age.

SAFETY AND HEALTH REQUIREMENTS:

- Must be physically able to stand for extended periods of time for shifts up to 12 hours.
- Must be able to lift in excess of 20 lbs.
- Responsible for personal health and safety.
- Must adhere to Park-wide 20mph speed limit. (2mph thru front gate).
- Follow all Park safety and first aid guidelines.

GENERAL ACCOUNTABILITIES:

- Utilize excellent customer service skills.
- Must maintain an average of "8" or greater on Mystery Shops scores.
- Must attend all required Park functions, events, classes, workshops, and meetings.
- Must abide by all Park policies and procedures.
- Must demonstrate pride in the Park and its core values; and uphold its Mission Statement.
- Responsible for ethical business practices.

PRINCIPLE ACCOUNTABILITIES:

- Cash register operations. Correctly total guest purchases, receiving cash, or credit/debit card payments, and making correct change.
- Must serve each guest pleasantly and efficiently.
- Must provide correct answers to guest questions concerning their Park experience.
- Must adhere to the cashier accountability program which requires all associates to balance within (+/- \$2.00) of shift totals.

- Must utilize suggestive selling and up-selling techniques.
- Wrap and bag guest purchases for transport.
- Successfully complete shift and daily register check-out report.
- Responsible for neatness and orderliness of register area, salesfloor, storage areas, restrooms, public spaces, and parking lots. This includes sweeping, mopping, dusting, garbage collection, scrubbing, vacuuming, etc.
- Stock merchandise following department guidelines.
- Be aware and alert management to, causes of shrink. (Shoplifters, employee theft, paperwork errors, etc.)
- Must be willing to achieve daily, weekly, and monthly sales goals.
- Associate must work professionally with all Park employees, and be willing to take direction from Park management and staff.
- Any and all other duties as assigned by the Retail Manager or the Retail Assistant Manager

EXPECTATIONS:

- Must be willing to work fluctuating work schedules including nights, weekends, and holidays.
- Absences must be personally approved by the Retail Manager or Assistant Retail Manager. (Voicemail is NOT an approval method to report an absence.)