# <u>Admissions – CSR - Rental Sales Team Member</u> Job Title

A&A Team

SV153S Job Code 01 Grade

<u>Team Lead/ Senior Team Lead/Manager</u> Reports To January 16, 2013 Revised

### DOLLYWOOD POSITION DESCRIPTION

### I. JOB DUTIES POSITION EXISTS TO PERFORM:

- 1. Greet guests and initiate friendly interaction. Provide guest excellence which exceeds expectations, answer questions and provide park information.
- 2. Effectively perform the rentals of ECV's, Wheelchairs, Strollers and Lockers to include all sales functions, rental agreements, refunds and exchanges.
- 3. Retrieve daily online sales report and reserve rental equipment.
- 4. Verbally instruct Guests on ECV operational instructions.
- 5. Assist in the daily operation of morning set-up to include pulling the rental equipment for display, clipboards with rental agreements and have on hand disability guides.
- 6. Effectively perform cash handling procedures for the daily locker rentals and key deposits.
- 7. Assist in the evening maintenance of the rental equipment to include cleaning and storing.
- 8. Maintain a sense of urgency towards area of operation to reduce the guest wait time.
- 9. Maintain a dependable work attendance and flexibility with assigned work schedules.
- 10. Attend all required training and/or meetings.
- 11. Complete required paperwork in a timely manner.
- 12. Maintain confidentiality at all times.
- 13. Follow all safety standards to include reporting any violation of standards.
- 14. Management reserves the right to change and/or add to these duties at any time.

#### II. EDUCATIONAL/EXPERIENCE AND SKILL REQUIREMENTS:

- 1. Must be at least 18 years of age.
- 2. Must know the safety critical standards.
- 3. Able to read/write, comprehend instructions and communicate in English.
- 4. Ability to use basic math skills to add, subtract, multiply and divide.
- 5. Must be able to operate cash register, phone equipment, credit card machine, receipt printer and calculator.
- 6. Must be able to pass both math test and typing test score 35 wpm or greater.
- 7. Excellent verbal communicator accurate, consistent and detailed.

#### III. PERSONALITY/ATTITUDE REQUIREMENTS:

- 1. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
- 2. Must be self-motivated and disciplined.
- 3. Must be able to prioritize and complete work assignments on a timely basis.
- 4. Must maintain strict confidentiality and judgment regarding privileged information.
- 5. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
- 6. Must be willing to constantly improve.
- 7. Smile, maintain eye contact and must be aggressively friendly.
- 8. Must have professional appearance with good personal hygiene.
- 9. Friendly, outgoing, polite, courteous, honest, dependable, mature, positive attitude and good judgment to make sound decisions.

- Must promote and support a "team" work environment by cooperating and helping coworkers.
- 11. Must adapt to changes easily.
- 12. Must tolerate a fast-paced, hectic environment.
- 13. Must show appreciation to others.
- 14. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
- 15. Alert and attentive.

# IV: ESSENTIAL FUNCTIONS NECESSARY TO PERFORM JOB DUTIES:

- 1. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
- 2. Able to hear, see and speak.
- 3. Able to speak, read and write English.
- 4. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
- 5. Must have manual dexterity necessary to complete all job duties.
- 6. Able to stand, sit or walk for long/short periods of time.
- 7. Ability to push and/or pull.
- 8. Ability to bend at the waist and knees for long periods of time.
- 9. Ability to tolerate a wide range of climate and temperature variations in order to work indoors and out, in all seasons and weather conditions.
- 10. Able to maintain a good personal hygiene and report in a clean costume.
- 11. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
- 12. Able to comprehend instructions and retain information.
- 13. Ability to move and react quickly in emergency situations.
- 14. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
- 15. Give two weeks notice for requested days off and have all necessary schedule changes approved by my Team Lead.
- 16. Able to tolerate a fast-paced, hectic environment.
- 17. Ability to tolerate stress due to job responsibilities and serious consequences of making an error.
- 18. Able to operate a fire extinguisher.
- 19. Ability to tolerate detergents and chemicals.
- 20. Able to be flexible to handle frequent changes in priorities.
- 21. Able to prioritize tasks and complete assignments on time
- 22. Able to report to work without being under the influence of or smelling of alcohol.
- 23. Able to lift 50 lbs.
- 24. Must be willing to perform other work functions as assigned.

Print Name	Signature	Date

<sup>&</sup>quot;I have read, understand and am capable of performing all the job duties and essential functions listed above."