

Admissions - CSR-Ticket Team Member
Job Title

AAA
Team

SV219S
Job Code

02
Grade

Team Lead/Guest Services Manager
Reports to

February 29, 2012
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 ticket sales process to include (but not limited to):
 - Selling tickets and completing reservations on a computerized ticketing system.
 - Selling and processing Season Pass vouchers and Photo I.D.'s
 - Process credit card ticket purchases.
 - Issue complimentary tickets per Dollywood guidelines.
 - Accommodate guests' needs for refunds, exchanges and other special needs.
3. Perform defined accounting procedures for ticket sales to include:
 - Register opening and closing procedures.
 - Management of cash funds, deposits and credit card balancing to ensure all revenue is collected and balanced daily.
 - Support Group Sales fulfillment, adjustments and ticketing.
 - Collect information to support Marketing Database and research programs.
4. Maintain a sense of urgency towards my area of operation to reduce the guest wait time.
5. Assist at turnstiles to include the operation of turnstiles and/or facilitating when necessary.
6. Clean and organize work area daily to present a professional appearance and use free time productively.
7. Maintain a dependable work attendance and flexibility with assigned work schedules.
8. Attend all required Training Classes/Guest Service Seminars and meetings.
9. Complete required paperwork in a timely manner.
10. Maintain confidentiality at all times.
11. Follow all safety standards to include reporting any violations of standards.
12. 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. Ability to read/write, comprehend instructions and communicate in English.
3. Must be able to operate ticket and season pass equipment, scanners, phone equipment, copier, facsimile and calculator.
4. Must be able to learn computer and printer equipment.
5. Minimum one (1) year Ticket selling experience, or pass Math test and Typing test (score of 35 wpm or greater).
6. 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.
10. Must promote and support a “team” work environment by cooperating and helping co-workers.
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 sit, stand or walk for long/short periods of time.
7. Able to work in a small, confined area.
8. Able to push and/or pull.
9. Able to bend at the waist and knees for long periods of time.
10. Ability to tolerate a wide range of climate and temperature variations in order to work indoors and out, in all seasons and weather conditions.
11. Able to maintain good personal hygiene and report in a clean costume.
12. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
13. Able to comprehend instructions and retain information.
14. Ability to move about and react quickly in emergency situations.
15. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
16. Give two weeks notice for requested days off and have all necessary schedule changes approved by my Team Lead.
17. Able to tolerate a fast-paced, hectic environment.
18. Ability to tolerate stress due to job responsibilities and serious consequences of making an error.
19. Able to operate a fire extinguisher.
20. Able to tolerate detergents and chemicals.
21. Able to be flexible to handle frequent changes in priorities.
22. Able to prioritize tasks and complete assignments on time
23. Able to report to work without being under the influence of or smelling of alcohol.
24. Able to lift 50 lbs.
25. Must be willing to perform other work functions as assigned.

Print Name

Signature

Date

“I have read, understand and am capable of performing all the job duties and essential functions listed above” with or without reasonable accommodations.