

**Admissions - CSR-Turnstile Team Member**

**Job Title**

**AAA**

**Team**

**SV127S**

**Job Code**

**01**

**Grade**

**Team Lead/Guest Services Manager**

**Reports To**

**March 5, 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 scanning process for park admission by:
  - Assist guests with the scanning of all tickets into the computerized system
  - Verify Photos of all Passholders
  - Check I.D and pass on all V.I.P admissions
  - Validate tickets for the After 3:00 (After 6:00 PM) program
  - Check all Host and Dependent I.D.'s at Gate
  - Issue hand stamps at Exit Gate
3. Assist with the facilitation of lines at Season Pass Center, Exchange and the Emporium Exit to reduce the Guest wait time.
4. Clean and organize work area daily to present a professional appearance and use time productively including sweeping and ceiling/fans are cobweb free. Map carts are fully stocked for the day with correct information.
5. Ensure the Dollywood Vacations kiosk is clean/free of debris, brochures stocked and TV is operating.
6. Willing to cross train in one-day ticket sales.
7. Maintain a dependable work attendance and flexibility with assigned work schedules.
8. Attend all required training and/or 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. Must know all safety critical standards.
3. Ability to read/write, comprehend instructions and communicate in English.
4. Must be able to learn computer scanning equipment.
5. Must be able to pass both math test and typing test (score of 35 wpm or greater).
6. Must be able to operate turnstiles, scanners, phone equipment, copier, and calculator.
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. Must have professional appearance with good personal hygiene.
8. Friendly, outgoing, polite, courteous, honest, dependable, mature, positive attitude and good judgment to make sound decisions.
9. Must promote and support a "team" work environment by cooperating and helping co-workers.
10. Must adapt to changes easily.
11. Must tolerate a fast-paced, hectic environment.
12. Must show appreciation to others.
13. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
14. 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. Able to have manual dexterity necessary to complete all job duties.
6. Able to sit, stand and/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 learn additional ticketing system functions.
15. Ability to move about and react quickly in emergency situations.
16. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
17. Able to give two weeks notice for requested days off and have all necessary schedule changes approved by my Team Lead.
18. Able to tolerate a fast-paced, hectic environment.
19. Ability to tolerate stress due to job responsibilities and serious consequences of making an error.
20. Able to operate a fire extinguisher.
21. Able to tolerate detergents and chemicals.
22. Able to be flexible to handle frequent changes in priorities.
23. Able to prioritize tasks and complete assignments on time.
24. Able to report to work without being under the influence of or smelling of alcohol.
25. Able to lift 50 lbs.
26. Able and willing to perform other duties as assigned.

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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."