

POSITION DESCRIPTION

Regional Merchandise Team Lead (Home Team –Dollywood)

Job Title

Merchandise

Team

Merchandise Supervisor

Reports to

12-20-12

Date

_____/YR_

Job class #

4

Grade

I. JOB DUTIES POSITION EXISTS TO PERFORM

To provide leadership in the day-to-day operation of all aspects of retail operations in the Smoky Mountain Country within area of responsibility, including but not limited to meeting Revenue objectives for business unit operation and to be an active participating member of the SMC Merchandise Team. Management reserves the right to change and/or add to these duties. This person will work part of the season at Dollywood's Splash Country and part at Dollywood. Specific responsibilities include:

A. Product/Guest Excellence

1. Service guests and provide product information.
2. Implement and monitor programs for cleanliness, friendliness and theme, as part of the overall guest objectives.
3. Ensure displays are well stocked and visually appealing.
4. Resolve guest complaints and communicate comments to appropriate members of the Merchandise and Operating Teams of DW & DSC.

B. Job Satisfaction/Management Development

1. Establish and maintain a climate that results in positive employee relations.
2. Assist in implementing and maintaining an employee development program that results in growth oriented training programs.
3. Participate in Leadership Development Training Program.
4. Participate in Management work sessions for both DW & DSC Merchandise Teams.

C. Profit / Contribution

1. Implement agreed upon accounting procedures for merchandise sales to ensure all revenue is collected.
2. Ensure that all direct reports are aware of daily sales objective; and meet revenue objectives for business unit.
3. Properly maintain shop inventory and ensure expenses are controlled in accordance to budget.
4. Propose ideas to provide additional revenue opportunities.

D. Safety

1. Perform job duties in a reasonable and safe manner.
2. Communicate and support all applicable DW & DSC Company Safety Procedures to direct reports and ensure compliance within area of responsibility.
3. Establish and maintain a climate that results in positive awareness and stresses the importance of safety.

E. Leadership

1. Provide leadership by organizing, scheduling and evaluating staff.
2. Ensure that all staff is properly trained in all areas of shop operations, including suggestive sales techniques, paperwork, cashiering, stocking and cleaning to facilitate the efficient use of people and resources.
3. Effectively recommend discipline and take disciplinary action.
4. Schedule the work hours of employees and review timesheets for employees.
5. Review the performance of employees on an informal as well as formal basis.
6. Interact and assist both Merchandise and Operations teams of DW & DSC.

F. Additional Responsibilities

1. Perform additional duties as required, including but not limited to helping out as sales clerk.
2. Ability to work varying schedules and in varying locations.

II. EDUCATION/EXPERIENCE/SKILL REQUIREMENTS

- A. Minimum of two years of experience directly hiring, training, coaching, and evaluating five or more employees. Retail supervision preferred.
- B. Business degree preferred.
- C. Experience in managing or acting as liaison of multiple business units is preferred.
- D. Basic knowledge of computer is required.
- E. Must have a valid TN driver's license and state required insurance.

III. PERSONALITY/ATTITUDE REQUIREMENTS

- A. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
- B. Must be self-motivated and disciplined.
- C. Must be able to prioritize and complete work assignments on a timely basis.
- D. Must maintain strict confidentiality and judgment regarding privileged information.
- E. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
- F. Must be willing to constantly /improve.
- G. Must have professional appearance with good personal hygiene.
- H. Must promote and support a "team" work environment by cooperating and helping co-workers.
- I. Must adapt to changes easily.
- J. Must tolerate a fast-paced, hectic environment.
- K. Must show appreciation to others.
- L. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
- M. Ability to receive and give direction

IV. ESSENTIAL FUNCTIONS

- A. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
- B. Able to hear, see and speak.
- C. Able to speak, read and write English to allow person to comprehend budgets, P & L's, shop operational procedures, and other required paperwork (i.e., merchandise transfers, schedules, inventory reports, etc.)
- D. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.

- E. Must have manual dexterity necessary to complete all job duties.
- F. Able to sit and/or stand for long/short periods.
- G. Able to maintain good personal hygiene.
- H. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
- I. Able to comprehend instructions and retain information.
- J. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
- K. Able to tolerate a fast-paced, hectic environment.
- L. Able to be flexible to handle frequent changes in priorities.
- M. Able to prioritize tasks and complete assignments on time
- N. Able to report to work without being under the influence of or smelling of alcohol.
- O. Ability to lift and carry up to 25 pounds to move stock about.
- P. Ability to learn to operate cash register and calculator to service customers and complete required paperwork.
- Q. Ability to display salesmanship qualities and create a favorable impression with guests by smiling, making eye contact, maintaining good personal hygiene, and reporting in clean clothing.
- R. Ability to use color and depth perception to arrange displays and locate merchandise.
- S. Ability to tolerate noise and stress to accommodate waiting on large numbers of customers.
- T. Ability to withstand temperature extremes and climatic conditions (i.e., humidity/wetness dryness/sunlight, etc.) due to lack of temperature controlled shops and location of outdoor operations.