POSITION DESCRIPTION

Sales Host/ Merchandise Team Member **Job Title**	**Merchandise** **Team**
Sales Lead **Reports to**	**February 23, 2012** **Revision Date**
SL101S **Job Class**	**01** **Grade**

I. JOB DUTIES POSITION EXISTS TO PERFORM

A. Servicing guests and providing product information.
B. Selling merchandise.
C. Operating cash register/POS system.
D. Stocking merchandise.
E. Assisting in the maintenance and daily operation of the shop by performing cleaning and display preparation functions.
F. Representing Dollywood in a positive manner by being friendly and courteous to guests.
G. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
H. Accommodating changes in work assignments and locations.
I. Getting along with guests and co-workers while exhibiting a positive and personable disposition.
J. Management reserves the right to change and/or add to these duties.

II. EDUCATION/EXPERIENCE/SKILL REQUIREMENTS

A. Ability to count.
B. Ability to pass a math test. (4 out of 5 correct)
C. Ability to learn to operate calculator and cash register/POS system.
D. Able to hear, see and speak.
E. Able to speak, read and write English.
F. Able to comprehend instructions and retain information.
G. Prior cash handling experience preferred.
H. Prior sales experience preferred.
I. Must be 18 years of age.

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 display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
C. Must be willing to constantly improve.
D. Must promote and support a "team" work environment by cooperating and helping co-workers and customers.
E. Must show appreciation to others.
F. Must be self-motivated and disciplined.
G. Must adapt to changes easily.
H. Must have professional appearance with good personal hygiene.
I. Must tolerate a fast-paced, hectic work environment caused by servicing large numbers of

customers.

J. Representing Dollywood in a positive manner while on park grounds.
K. Maintaining a positive and enthusiastic attitude toward job, co-workers, and guests
L. Polite and courteous.
M. Honest and dependable.
N. Must maintain strict confidentiality and judgment regarding privileged information.
O. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.

IV. ESSENTIAL FUNCTIONS

A. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
B. Able to prioritize tasks and complete assignments on time.
C. Body mobility great enough to allow clerk to move about to help stock sales floor, wait on customers, and sell merchandise.
D. Ability to climb stairs.
E. Finger dexterity great enough to allow clerk to handle money, carry small merchandise items, and operate cash register/POS system.
F. Must have manual dexterity necessary to complete all job duties.
G. Able to sit and/or stand for long/short periods.
H. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
I. Ability to lift and carry up to 15 pounds in order to help stock sales floor.
J. Reading and writing skills great enough to allow clerk to comprehend and perform cash handling procedures and complete daily cash register reconciliation paperwork.
K. Ability to analyze and remember information and make decisions in order to operate cash register efficiently and solve guests' problems effectively (i.e., returns, refunds, and exchanges).
L. Ability to display salesmanship qualities and create a favorable impression with guests by smiling, making eye contact, maintaining good personal hygiene, and reporting in a clean costume.
M. Ability to use color and depth perception in order to arrange displays and to locate merchandise.
N. Ability to tolerate noise and stress to accommodate waiting on large numbers of customers.
O. Ability to withstand temperature ranges from 32 to 95 degrees and various climatic conditions (i.e., humidity/wetness, dryness/sunlight) due to lack of temperature-controlled shops and location of outdoor carts.
P. Ability to cooperate with fellow employees and accept frequent changes in work schedule and job assignments in order to facilitate the greatest effectiveness and efficiency in the work area.
Q. Able to communicate with customer (i.e., listening and speaking).
R. Able to report to work without being under the influence of or smelling of alcohol.
S. Able to perform other duties as assigned.