



Job Title	Owner Ambassador/Admin
Department	Dollywood Vacations
Reports to	Director of Operations
Job Class	CL503Y
Type Exemption	Year Round
Date	11/23/2012

Job Duties Position Exists to Perform

1. Cultivate and Maintain Owner relationships
 - a. Drive relationships with existing owners; handling any concerns/issues
 - b. Coordinate repairs, maintenance, deliveries and other owner requests with reservations
 - c. Establish relationships with new owners
 - d. Focus on new owner acquisition
 - e. Negotiate management agreements with potential owners
2. Office Administrative Support and Management
3. Assist with phones / sales when needed
4. Provide Vacation Planning Assistance to maximize revenue for Dollywood Company.
5. Educate guests on new DW Vacations brand and new product offering
6. Communicate information using sales and brand positive language
7. Answer questions from guests
8. Be knowledgeable of park, i.e. locations of buildings services available, restaurant menus, show schedules, special events.
9. Be knowledgeable of cabin neighborhood, cabin amenities, cabin pricing
10. Resolve guest complaints with assistance as needed from supervisor or manager
11. Maintain a friendly and cooperative attitude toward guests and co-workers
12. Monitor office to ensure it is safe, organized and well-maintained
13. General clerical duties including delivering mail, ordering office supplies, balancing purchase cards, printing reports and scheduling meetings
14. Be knowledgeable of property management software not limited to but including: pricing, owner statements, new property setup, and couponing
15. Accept Credit Card information over the phone and internet.
16. Management reserves the right to change and / or add to these duties

Education/Experience/Skill Requirements

1. Ability to speak, read and write English
2. Education equivalent to the 12th grade level preferred
3. Cabin management/Owner relations experience preferred
4. Excellent verbal communicator – pleasant, professional voice, accurate, consistent and detailed
5. Ability to operate a multiple button telephone, electronic credit card processor, copier, facsimile, calculator and postage machine
6. Knowledge of and/or learning ability to be trained for the operation of a computer terminal and printer
7. Knowledge of and/or ability to be trained for the operation of a Property Management System
8. Typing skills – must be able to type 35 WPM
9. Math – ability to balance sales
10. Must be able to prioritize and complete work assignments on a timely basis

11. Verbally communicate memorized large amounts of information regarding vacation planning, Smoky Mountain area and theme park product
12. Ability to problem solve without assistance
13. Valid Driver's license and proof of insurance
14. Able to work and drive at high elevations
15. Pass a criminal background check

Personality/Attitude Requirements

1. Pleasant, friendly and clear speaking voice
2. Self-motivated, able to deal with fast-paced, highly interactive environment
3. Take charge mentality
4. Dependable work attendance and flexibility with assigned work schedule
5. Maintain strict confidentiality and judgment regarding privileged information
6. Cooperative, patient, polite, courteous, positive attitude, attentive with others
7. Represent company to guests, vendors and other employees in a positive and friendly manner

Essential Functions Necessary To Perform Job Duties

1. Hear, see and speak to answer phones, direct calls, take messages and initiate information
2. Tolerate stress in a fast-paced environment
3. Read and write legibly in order to perform job duties
4. Finger movements to write, type, computer input and calculator
5. Sit and stand for long/short periods in an indoor workstation
6. Verbal and written communication on memorized Dollywood information
7. Be able to climb and descend stairs, move around, bend, stoop, kneel, reach, twist and lift up to 40 pounds
8. Math – ability to add, subtract, divide and multiply
9. Excellent personal hygiene, well groomed
10. Ability to work with others in a friendly, positive manner
11. Ability to work evenings, weekends, and holidays
12. Dependable work attendance and flexibility with assigned work schedules
13. Able to work and drive at high elevations
14. Ability to perform other functions as assigned