POSITION DESCRIPTION

Warehouse Night Delivery
Job Title

Merchandise
Team

<u>OP104S</u> <u>1</u>

Job Class Number Grade

Warehouse Team Leader
Reports To:
February 15, 2012
Revision Date

I. JOB DUTIES POSITION EXISTS TO PERFORM

- A. Delivery of all merchandise, plush games, and supplies to designated areas that have been staged for each night's delivery within Dollywood and Dollywood's Splash Country as needed.
- B. Assist in maintaining trucks and other Warehouse vehicles in proper working order by daily checks of fuel, oil, water, brakes, etc. and reporting to Supervisor any problems needing repair or replacement.
- C. Assisting in the maintenance of the Warehouse by performing cleaning functions.
- D. Representing Dollywood in a positive manner by being friendly and courteous to customers and Warehouse visitors.
- E. Working a flexible schedule, varying early and late shifts and days/nights off as necessary to the operation of the Warehouse.
- F. Accommodating constant changes in work locations/conditions. Must adapt to changes easily.
- G. Processing large workloads to be completed/delivered in a limited amount of time.
- H. Ability to get along with co-workers while exhibiting a positive and personable disposition. (Able to work cooperatively with others.)
- I. Completing all paperwork in accordance with Warehouse and Dollywood procedures.
- J. Complete other assigned tasks as requested.
- K. Management reserves the right to change and/or add to these duties at any time.

II. EDUCATION/EXPERIENCE/SKILL REQUIREMENTS

- A. Ability to count accurately.
- B. Ability to learn to operate calculator.
- C. Able to speak, read and write English in order to communicate with employees, guests, and vendors.
- D. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
- E. Ability to handle Warehouse equipment correctly and safely, including pallet jack, fork lift and Warehouse Vehicles as well as maneuvering park properties at night.
- F. Prior merchandising or warehouse experience highly desirable.
- G. Ability to be organized and self supervised. Must be able to prioritize and complete work assignments on a timely basis.
- H. Have a valid Driver's License and valid up-to-date vehicle insurance.

I. Pass criminal background check.

III. PERSONALITY/ATTITUDE REQUIREMENTS

- A. Ability to get along well with other employees, guests and vendors.
- B. Ability to tolerate a fast-paced, hectic environment.
- C. Ability to work unsupervised and be responsible for any activity during scheduled hours.
- D. Maintaining good personal hygiene and maintain professional appearance.
- E. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work and representing Dollywood in a positive manner on and off park.
- F. Must be self-motivated and disciplined.
- G. Maintaining a positive attitude toward job, co-workers, and guests.
- H. Honest and dependable.
- I. Polite and courteous
- J. Must maintain strict confidentiality and judgment regarding privileged information.
- K. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
- L. Must be willing to constantly improve.
- M. Must promote and support a "team" work environment by cooperating and helping co-workers.
- N. Must show appreciation to others.
- 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. Ability to have body mobility, including standing, walking, climbing, balancing, kneeling, stooping, bending, and twisting, great enough to allow attendant to lift and move cartons of merchandise for staging, shipping, locating or delivery as well as driving and riding in a truck.
- B. Able to hear, see and speak
- C. Ability to have manual dexterity great enough to allow attendant to handle all sizes cartons, individual items, operate calculator, computer, and other Warehouse equipment, including pallet jack, forklift and Warehouse vehicles.
- D. Ability to lift and carry up to 50 pounds in order to receive, ship, locate, or deliver merchandise and supplies.
- E. Ability to learn to handle Warehouse equipment correctly and safely, including pallet jack, fork lift and Warehouse vehicles.
- F. Able to read and comprehend all Warehouse related paperwork.
- G. Able to write legibly and complete all paperwork necessary to function.
- H. Ability to analyze and remember information and make decisions in order to properly deliver merchandise and supplies.
- I. Ability to use color and depth perception in order to distinguish merchandise differences and to locate merchandise.
- J. Ability to withstand constantly changing temperatures and climatic conditions due to lack of climate control in Warehouse, vehicles, shops, and other work areas.
- K. Ability to cooperate with fellow employees and accept necessary changes in work schedules and job assignments in order to facilitate the greatest effectiveness and efficiency in work area.
- L. Ability to tolerate merchandise or supplies containing chemicals or chemical

- treatment.
- M. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
- N. Ability to work with others in a friendly, positive manner.
- O. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
- P. Able to sit and/or stand for long/short periods.
- Q. Able to comprehend instructions and retain information.
- R. Able to be flexible to handle frequent changes in priorities.
- S. Able to prioritize tasks and complete assignments on time
- T. Able to report to work without being under the influence of or smelling of alcohol.
- U. Ability to perform other duties as assigned.
- V. Able to lift 50 pounds.
- W. Able to operate/drive pallet jack, forklift and Warehouse vehicles.
- X. Able to tolerate temperatures of 32 degrees to 110 degrees.
- Y. Able to work outdoors.
- Z. Able to perform other duties as assigned.