



Job Description

<u>Job Title:</u>	Sunsphere Assistant Manager
<u>Department:</u>	Visitor Services
<u>Reports to:</u>	Sunsphere Director/Sr. Director of Visitor & Retail Services
<u>FLSA Status:</u>	Non-Exempt / Daily Hours: 8:30am-5:00pm Wednesday-Sunday
<u>Prepared Date:</u>	October 2022

Summary: Support all aspects of Visitor Services, including but not limited to assisting guests with information, training Sunsphere staff, executing private groups, offsite retail booths, assisting with retail merchandising/inventory, conducting operational walk throughs, and executing approved projects assigned by Director of Operations. Maintain knowledge of maps, visitors guides, events, and brochure information. **In an effort to safeguard the health of our employees and their families, our customers and visitors, and the community at large, Visit Knoxville requires all staff members to be COVID-19 vaccinated.**

Essential Duties and Responsibilities:

- Greet incoming visitors in a welcoming fashion and with a positive attitude.
- Maintain all areas of brochure/retail needs in the Sunsphere - includes stocking, reporting retail reorders, etc.
- Maintain knowledge of point-of-sale system (register) and Experience App (ticketing system).
- Manage in-coming calls to the Sunsphere and provide information to callers on questions regarding Knoxville, Knoxville attractions, visitor experiences and Knoxville events. Remain knowledgeable about VK to direct inquiries (sports, sales, private groups etc.).
- Maintain a stocked and merchandised retail and information alcove.
- Assist with retail inventory count (quarterly and annual).
- Help identify, plan, and work offsite industry showcases/tradeshows/events where a retail booth is welcomed/needed.
- Execute private tours (Sunsphere, Step-On).
- Help execute special programming to support the Sunsphere Fund.
- Identify building needs and coordinate with Director of Operations to carry out projects. Manage operational calls to PBA and contracted cleaning crew.
- Assist with managing part time staff. Keep Sunsphere Handbook up to date with Community Corner, Part Time Planner, and other helpful resources.

- Assist staff with lifting/unloading of items when needed (e.g., visitor guides, boxes, event items, soft drinks, trade show booths, etc.)
- Maintain clean, neat, and safe work environment, dispose of boxes and trash in timely manner, as needed.
- Maintain project lists, and examples, of any and all work completed quarterly for use in reporting.

General

- Flexibility with schedule is a must for this position due to special events, holidays and weekends. The Sunsphere is open 7 days per week and only closes 4 days per year following the schedule of the Downtown Visitors Center. This position is part of an on call schedule implemented throughout the Visitor Services Department.
- Ability to drive company vehicles by maintaining a valid driver's license.
- Must be a positive representative of the Visit Knoxville in appearance and attitude at all times.
- Ideal candidate enjoys visitor and guest interaction, storytelling, and giving direction/recommendations.
- Additional duties assigned by Director of Sunsphere/ Sr. Director of Visitor & Retail Services.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Customer service or hospitality experience and/or training preferred

Computer Skills – To perform this job successfully, an individual should have knowledge of spreadsheet and word processing software programs. Ability to work within the internet for social media, calendar entry, search engines and mapping.

Language Skills – Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization. Ability to write and publish blogs and social media posts.

Mathematical Skills – Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to make currency change. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Physical Demands – The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is frequently required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to thirty-five (35) pounds. Specific vision abilities required by this job include close vision and color vision.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages team project activities.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; meets commitments, all with a positive attitude.

Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Cost Consciousness – Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Ethics – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.