



**Cedar Bay Entertainment LLC /
Titanic Tennessee**

Admissions Crew Member

Department: Operations

FLSA Status: Non-Exempt

Grade/Level:

Job Type: Regular

Work Schedule:

Varied Scheduling based upon hours of operation.

Job Status: Full Time

Reports To: VP/Operations

Amount of Travel Required: None

Positions Supervised: None

POSITION SUMMARY

Receive and disburse money while providing a standard of excellence in guest services. May use electronic scanners, cash registers, or related equipment. May process credit or debit card transactions and validate checks.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- **Passion for the Titanic**
- Greet customers entering establishments.
- Greet and direct passengers, coaches, tours and buses

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Answer customers' questions, and provide information on procedures or policies.
- Sell tickets in accordance to cash handling procedures.
- Process merchandise returns and exchanges.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Identify voucher companies, travel agents and reciprocal.
- Request information or assistance using paging systems.
- Count money in cash drawers at the beginning and/or ending of shifts to ensure that amounts are correct and that there is adequate change.
- Associate media pricing, multiple specials and price points.
- Calculate total payments received during a time period, and reconcile this with total sales.
- Assist with providing on-the-job training for new crew members.
- Compute and record totals of transactions.
- Communicates with clarity and listens to responses..
- Ability to memorize passenger and crew information as well as learn speeches and be comfortable in giving those to large groups as well as one on one.
- Offer customers carry-out service at the completion of transactions.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Accuracy - Ability to perform work accurately and thoroughly.
- Adaptability - Ability to adapt to change in the workplace.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Reliability - The trait of being dependable and trustworthy.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.

- Working Under Pressure - Ability to complete assigned tasks under stressful situations.
- Sales Ability - Ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Punctuality - A demonstration of promptness and timeliness.

SKILLS & ABILITIES

Education: Less than high school education

Experience: 6 plus months of experience in Cash Handling using POS System
6 plus months of experience in Customer Service

Computer Skills: Aptitude for learning company based software.

PHYSICAL DEMANDS

- N (Not Applicable)** Activity is not applicable to this position.
- O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Lift/Carry

Stand	C	10 lbs or	C
Walk	C	less	
Sit	N	11-20 lbs	O
Manually Manipulate	N	21-50 lbs	O
Grasp	N	51-100 lbs	N
Reach Outward	F	Over 100 lbs	N
Reach Above Shoulder	O	Push/Pull	
Speak	C	12 lbs or	F
Climb	O	less	
Crawl	O	13-25 lbs	O
Squat or Kneel	O	26-40 lbs	O
Bend	O	41-100 lbs	N

Other Physical Requirements

- Vision (Near, Peripheral)

WORK ENVIRONMENT

May have some exposure to outside climates for extended periods of time.

Employee Signature _____ **Date** _____

Cedar Bay Entertainment LLC has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the crew member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Cedar Bay Entertainment LLC reserves the right to change this job description and/or assign tasks for the employee to perform, as Cedar Bay Entertainment LLC may deem appropriate.