



Position Title: Guest Services Manager

Department: Guest Services

Job Status: Full-Time Part-time

FLSA Status: Exempt Non-Exempt

Reports to:

EEOC Job Classification: First/Mid-level Managers

Supervises:

Work Schedule: Varied (as scheduled)

Date / Revision: 4/18/24

POSITION SUMMARY

Responsible for promoting the Museum’s mission by providing quality visitor experience to children and their caregivers through exhibits, hospitality, museum cleanliness, implement museum policies, and enhancing the visitor’s overall learning experience through customer service.

ADA: REASONABLE ACCOMMODATIONS STATEMENT

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty. Reasonable Accommodations may be provided to enable qualified individuals with disabilities to perform the essential functions.

ESSENTIAL JOB FUNCTIONS FOR THE POSITION

- Participate in Marketing and Development team meetings.
 - Support the Marketing Director and other staff in completing customer face-to-face duties.
 - Including Media appearances as necessary.
- Provide excellent customer service to daily visitors;
 - Creating a greeting/ Welcoming environment.
 - Manage customer complaints, incidents, and accidents.
 - Connect with customers daily through verbal and or written communication.
- Coach staff on maintaining positive customer interactions.
 - Provide monthly training/ webinars for employees.
 - Provide outside opportunities for professional development (visiting other spaces, museums, and businesses)
 - Interact with guests (adults and children) to confirm excellent experiences.
- Communicate museum policies to visitors.
 - Work with the education department on special experiences for guests.
 - Communicate these alongside marketing to increase positive visitor experiences.
- Sell tickets, memberships, and retail products when supporting front desk attendants.
 - Create Sales goals and objectives for membership sales.
 - Create Sales goals and objectives for retail sales.
 - Track these goals.
- Serve as the point of contact for all membership tasks.
 - Sending member letters.
 - Entering member details.
 - Streamlining member processes.
 - Create/run member perks and specials with the coordination of the marketing and development department.
- Supervise Front Desk Staff.
 - Model and train staff to ensure the highest level of customer interactions.
 - Create a Schedule for front desk staff.
 - Ensure availability of front desk staff during peak times.
 - Serve as relief staff for front desk staff when necessary.
 - Other duties as assigned.
- Assist in opening and closing routines throughout the Museum.
- Assist in monitoring and reconciling daily receipts.
 - Serve as the point of contact for all materials reserved monies maintained in a safe.

- As needed to support the front desk administrator.
- Assist in the gift shop with the goal of increasing revenue.
 - Reorganizing
 - Stocking
 - Pricing
 - Inventory
 - Storage
 - Receive and price.
 - Including reorganizing
 - Stocking, pricing
 - inventory and storage work with supervisor to receive and price merchandise used in the retail store.
- Train new staff on the desk and floor.
 - Assist in the Interviewing of potential employees and volunteers.
- Manage any emergency or injury situations in the museum.
 - including completing incident reports when necessary
 - assist in lost child/caregiver response.
- Communicate needed exhibit and building repairs to Facilities & Exhibits.
- Conduct interviews with visitors about their expectations and responses to different versions of exhibits or programs.
 - Track and input visitor interview data into spreadsheets and other electronic documents.
 - Analyze customer satisfaction data and use this to enhance the experience.
- Assist with special events.; and assist supervisor with all events.
 - Work weekends and evenings as needed.
- Assist in additional tasks as assigned by the supervisor or Executive Director.

POSITION QUALIFICATIONS

Competency Requirements (Check all that apply)

✓	Accuracy	Ability to perform work accurately and thoroughly.
✓	Communication	Ability to communicate effectively with others using the oral / written word.
✓	Child-Oriented	Ability to take care of the children’s needs while following company procedures.
✓	Time Management	Ability to utilize the available time to organize and complete work within given deadlines.
✓	Work Under Pressure	Ability to complete assigned tasks under stressful situations.
✓	Analytical Skills	Ability to use critical thinking and reasoning to solve a problem.
✓	Reliability	Ability to be dependable and demonstrate excellent attendance and punctuality.
✓	Applied Learning	Ability to apply learned skills and experience to novel situations and circumstances.
✓	Problem Solving	Ability to find a solution for or to deal proactively with work-related problems.
✓	Customer Service	Ability to handle a wide range of people to maintain high customer service
✓	Computer Skills	Demonstrated use of Microsoft Office Suite and Computer Software.
✓	Organizational Skills	Ability to organize and prioritize tasks and follow a systematic method to do tasks.
✓	Accountability	Ability to accept feedback, take responsibility and be accountable for own actions.

Experience Requirements

Education	Associate’s Degree or higher
Certifications/Licenses	Valid Driver’s License
Experience	A minimum of 1 year of customer service and management experience. Previous cash transaction handling skills. A minimum of 1 year experience (personal or professional) interacting with kids (birth to 12). Must enjoy working with children and with the public.
Additional Requirements	Must successfully pass a background check and drug screen; willingness to work flexible hours including evenings, weekends and holidays.

Physical Demands (Insert code for each)

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 hours/day)
F (Frequently)	Position requires this activity from 33% – 66% of the time (2.5– 5.5+ hours/day)
C (Constantly)	Position requires this activity more than 66% of the time (5.5+ hours/day)

Physical Demands	Lift / Carry and Push / Pull
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Stand	C	Lift/Carry 10 lbs or Less	O
Walk	C	Lift/Carry 11 – 20 lbs	O
Sit	O	Lift/Carry 21 – 50 lbs	O
Manually Manipulate / Grasp	F	Lift/Carry 51 – 100 lbs	N
Reach Above Shoulder	O	Lift/Carry Over 100 lbs	N
Climb Stairs	O	Push / Pull 12 lbs or less	O
Crouch / Crawl	O	Push / Pull 13-25 lbs	O
Squat or Kneel	O	Push / Pull 26 – 40 lbs	N
Bend	O	Push / Pull 41 – 100 lbs	N
Other Physical Requirements		Work Environment	
Visual Acuity (see fine details)	C	Exposure to loud noises	F
Ability to Hear	C	Exposure to general public	C
Ability to Read / Write	C	Exposure to slick walking surfaces	F
Ability to Speak	C	Exposure to office equipment	F
Ability to Discriminate Color	O	Exposure to chemicals	N
Ability to use hand tools	O	Exposure to power tools/equipment	N

Employee Signature: _____ Date: _____

The company 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 employee'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 company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.