



GUEST RELATIONS ASSISTANT MANAGER POSITION DESCRIPTION

DEPARTMENT: GUEST RELATIONS
IMMEDIATE SUPERVISOR: ASSOCIATE DIRECTOR OF VISITOR EXPERIENCE AND ASSOCIATE DIRECTOR OPERATIONS
STATUS: NON-EXEMPT/ PART-TIME
HOURS: 25-30 HRS. /WEEK

THIS POSITION SUPERVISES THE FOLLOWING STAFF:

Guest Relations Representatives

POSITION PURPOSE:

The Guest Relations Assistant Manager is responsible for providing support to the Guest Relations Manager and the Retail Manager, supervising the Front Desk and Gift Shop staff and ensuring that these areas are offering excellent service to the Museum's visitors.

DUTIES AND RESPONSIBILITIES:

Front Desk:

- Assists in training and supervises visitor service staff to ensure proper adherence to admission and membership sales processes;
- Ensures visitor services staff is well-informed on exhibits, programs and special events at the Museum;
- Oversees Front Desk and Gift Shop operations, ensuring internal controls are strictly adhered to;
- Greets the public, briefly orientating visitors to the Museum, programs and events;
- Resolves visitor concerns or complaints in a manner satisfactory to all parties;
- Actively promotes and sells annual memberships to patrons visiting the museum, answering questions and providing detailed descriptions on benefits of becoming an annual member.
- Process admissions and any fees for programs, memberships and events. Cash handling involves all tenders and must be handled accurately and balance to zero at end of shift;
- Outlines Museum activities, provides orientation information about the galleries, and provide directional services (e.g., bathroom, public telephone, taxi, food service, etc.);
- Answers the Museum's central telephone lines promptly, answer inquiries courteously, and direct callers to appropriate staff offices and individuals as needed;
- Observes individuals entering the Museum entrance and report any irregularities to Facilities;
- Assists visitors to obtain parking and ensure that they park in designate spots;
- Responds to emergency needs by monitoring status of facilities and taking steps to reduce or eliminate personal risk to visitors, in accordance with Visitor Services training;
- Reports all emergency situations to appropriate management staff or authorities;
- Performs other related duties as required.

Store:

- Processes all customer transactions as they occur. Ensure that all procedures are quick and accurate. Balance to zero at the completion of each shift;
- Initiates and completes sales transactions with visitors. This includes greet each customer, suggestive selling, cash, checks, and credit card transactions and thanking the guest;
- Ensures that the Museum store is neat and orderly at all times;
- Becomes familiar with and understands features and benefits of Museum store products in order to sell them and answer customer questions;
- Participates in annual physical inventory and routine cycle counts;
- Ensures that all displays and supplies are well stocked at all times. Advises Museum Store Manager and Lead Associate when products are running low to ensure that merchandise is reordered in a timely manner;
- Restocks any items immediately after school groups or other visitors;
- Performs other related duties as required.

QUALIFICATIONS: To be successful, an individual must be able to perform each job duty satisfactorily.

EDUCATION AND EXPERIENCE

High school diploma or GED required, A.A. preferred. At least 2 years experience of working with the public and/or in a customer facing environment; preferred experience in a supervisory role; and familiarity with a fast-paced work environment ideal. Must have cash handling experience.

SKILLS AND ABILITIES

- Ability to work with a wide variety of people
- Work well under time constraints, and in stressful conditions
- Demonstrated organizational and task management skills
- Excellent communication skills, verbal and written
- Solid PC computer skills / MS Office, Outlook, Excel, Word

TIME COMMITMENTS:

This is a keyholder position; schedule will vary based on the needs of the Museum. Typically this position will be scheduled approximately 30 hours which may include normal business hours as well as after hour special events and functions. A 30-minute unpaid lunch break will be provided with each shift.

DISCLAIMER:

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

ACKNOWLEDGMENT

I have read and understand the above job description. If the description is altered, I will be presented with an updated copy to sign which I will keep a copy and one copy will go into my personnel file.

Employee (Print Name)

Date

Employee (Signature)