

## **Glazer Children's Museum**

### **JOB DESCRIPTION**

#### **Guest Services Associate**

##### **Position Summary:**

This position is responsible for the successful daily operations of all aspects of the guest experience at the admissions desk and info desk, greeting and orienting guests with a focus on providing a quality, memorable guest experience. The Guest Services Associate ensures optimum performance of the guest services experience, friendly admissions process and point of sales system operation. As a part of the guest services team, you provide excellent customer service and a seamless operation of the guest experience at the Museum. Position is non-exempt and reports to the Guest Services Manager.

##### **Essential Functions:**

- Upbeat and friendly delivery of the Museum's mission and values to the visiting public, guests and volunteers by delivery of excellent customer service via face-to-face, phone and email interactions
- Gain working knowledge of admission ticketing system to perform all aspects of position
- Work with Guest Services Manager to ensure efficient and reliable operability of the admissions processes and software/hardware to facilitate admission, birthday, field trip, group and membership sales
- Greeting school groups and orally delivering Museum rules to children and caregivers
- Admissions sales with a focus on efficiency, excellent customer service, accurate information and prompt service to Museum visitors
- Timely answering of the phones to provide guests information on all facets of the experience while assisting guests at counter
- The ability to resolve guest concerns or complaints in a manner satisfactory to all parties
- Staying current with daily schedule of events, communicating with other staff and event hosts / leaders upon arrival to Museum
- Collects and communicates visitor feedback and follows-up on guest interactions where appropriate
- Cash, check and credit card handling and accurate accounting of cash registers and drawers in accordance with Museum policies
- Adherence to Museum wide and Guest Services specific policies and procedures
- Promoting memberships upsells and providing accurate descriptions of benefits of membership with a sales-minded focus and delivery

- Assist in execution of donation promotions or sales contests related to Guest Services
- Other duties as required and assigned

### **Mental Skills and Abilities:**

- *Math* – high school level ability; to calculate variables, formulas, ratio and proportion; to use practical application of fractions, percentages, and statistics
- *Reading* - Ability to read and understand technical journals, manuals, reference books, legal documents and financial reports
- *Writing* - Ability to write business letters, expositions, summaries, training manuals and reports using proper format and conforming to rules of punctuation, grammar, diction and style
- *Speaking* - Ability to be conversant in the principles and methods of effective and persuasive speaking and discussion; and to participate in panel discussions using clear and distinct speaking voice with appropriate pauses and emphasis, correct pronunciation, and variation in word order
- *Reasoning Ability* - Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of instructions; to plan work and develop procedures; to learn and/or evaluate information in order to make judgments and decisions.

### **Education/Training:**

- High school diploma or equivalent education + experience
- Must have excellent customer service skills, ability to work in a team environment with minimum supervision.

### **Experience/Skills:**

- 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
- Excellent PC computer skills / MS Office

### **Work Situations:**

- *Communication* - The ability to relate to people in situations involving more than giving and receiving instructions
- *Direction, Control and Planning* - Adaptable to accepting responsibility for the direction, control, or planning of an activity. The employee may be in a position to negotiate, organize, direct, formulate practices, or make final decisions

- *Feelings or Ideas* - Adaptable to situations involving the interpretation of feelings or ideas in terms of personal viewpoint. The employee may be called upon to use creativity, self-expression, or imagination
- *Influencing* - Adaptable to influencing people in their opinions, attitudes, or judgments. The employee may be in a position to motivate, convince, or negotiate
- *Measurable or Verifiable Criteria* - Adaptable to making generalizations, judgments, or decisions based on measurable or verifiable criteria. The employee may make evaluations on the basis of data
- *Performing Under Stress* - Adaptable to situations requiring the precise attainment of set limits, tolerances, or standards. The employee may need to be precise, thorough, exacting, or meticulous in regard to material worked; or in activities such as numerical determinations, record preparation, or inspecting
- *Repetitive, Continuous* - Adaptable to performing repetitive work, or to continuously performing the same work, according to set procedures, sequence, or pace. The employee may perform work that is inherently of a repetitive nature
- *Sensory or Judgmental Criteria* - Adaptable to making generalizations, judgments, or decisions based on sensory or judgmental criteria. The employee may rely on one or more of the five physical senses, or rely on knowledge gained by experience to make evaluations
- *Set Limits, Tolerances, or Standards* - Adaptable to performing under stress when confronted with emergency, critical, unusual, and/or dangerous situations; or in situations in which working speed and sustained attention are make or break aspects of the job
- *Variety and Change* – Adaptable to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure. Several duties in a job that require significant differences in technologies, techniques, procedures, working conditions, physical demands, and/or situations constitute this factor

### **Physical Demands:**

- *Light Work* - Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects
- *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery, or moving surfaces
- *Carrying* - Supporting the weight of an object with hands and arms and moving from one place to another
- *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs and/or hands and arms
- *Crouching* - Bending the body downward and forward by bending legs and spine.
- *Fingering* - Picking, pinching, or otherwise working with fingers
- *Eye-Hand-Foot Coordination* - The ability to coordinate hand and/or foot motions with visual stimuli in order to engage in or perform physical activities, such as typing, operating vehicles or mechanical equipment, etc.

- *Handling* - Seizing, holding, grasping, turning, or otherwise working with fingers and/or hands
- *Hearing* - Perceiving the nature, intent or meaning of sounds
- *Kneeling* - Bending legs at the knee to come to a rest on knee or knees
- *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position
- *Pulling* - Exerting a force so as to move an object toward the individual.
- *Pushing* - Using upper extremities to press against something with steady force in order to move forward, downward, or outward
- *Reaching* - Extending hand(s) and arm(s) in any direction, especially upward in placing or retrieving objects
- *Sitting* - To rest the body upright supported by the buttocks and thighs.
- *Standing* - To be upright supported by the buttocks and thighs
- *Talking* - Expressing or exchanging ideas by means of the spoken word.
- *Walking* - Moving about on foot to accomplish tasks
- *Seeing* - The ability to perceive the nature of objects by the eye. The important aspects of vision are:
  - (a) Clarity of vision at 20 inches or less
  - (b) Clarity of vision at 20 feet or more
  - (c) The ability to judge distance and space relationships
  - (d) The ability to identify and distinguish colors

**Other Requirements:**

- Will require schedule flexibility, including weekends, evenings and holidays
- May require occasional travel
- Will require occasional evenings or outdoor conditions
- Valid State Driver's License

**Supervision/Contacts:**

- Receives supervision from Guest Services Manager
- Daily contact with Museum employees and management
- Daily contact with visitors; occasional contact with outside vendors

**Environment:**

- Employee is subject to inside and occasional outside environmental conditions  
Protection from weather conditions but not necessarily from temperature changes when inside

**Tools and Equipment Used:**

- point of sales system, personal computer, fax machine, A/V equipment, telephone & system, printers, copier, pricing tools, postage machine, museum alarm system & lighting controls and automobile.

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*I certify that I have reviewed and understand all of the requirements of performing this job and that I am capable of meeting each and every requirement, with or without reasonable accommodation. I understand that the essential and/or non-essential functions and the associated abilities, requirements and conditions outlined above describe the general nature and level of the work performed. I understand that they are not intended to and in no way represent an exhaustive listing of all tasks involved in performing the job. I understand that business necessity may dictate changes in the position requirements at any time. I understand that even though I may be able to perform the job, there are other requirements I must meet before being offered the job. I understand that I must perform all essential and non-essential functions in a manner that is not hazardous to myself or to others. I also understand that any employment relationship with this company is of an "at-will" nature, which means that if employed I will be free to resign at any time, and that the Company may terminate my employment at any time, with or without prior notice.*

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Signature

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Date