

Glazer Children's Museum

JOB DESCRIPTION

Assistant Manager of Guest Services

Position Summary:

This position is responsible for the successful daily operation of all aspects of the guest experience at the point of entry. The Assistant Manager of Guest Services provides leadership to ensure optimum performance and collaboration between all internal teams - Guest Services, Education, Marketing, and Operations. The Assistant Manager of Guest Services aids in resolving internal and external concerns and provides the highest level customer service and management. This position is full time, non-exempt and reports to the Guest Services Manager. Requires a work schedule of Friday to Tuesday.

Essential Functions:

- Serve as Museum general manager for the weekend – supervising Museum team members and volunteers; provides any support needed by staff
- Provides back-up coverage for Guest Services Manager as assists with all guest related matters as necessary
- Responsible for effective, consistent, and concise communication with directors and managers to ensure efficient transition from weekend to weekday operations and activities
- Able to provide consistent and confident leadership to staff members and to museum guests, vendors, or partners
- Delivery of exemplary customer service in a fast paced, heavily populated environment
- Friendly delivery of the Museum's mission and values to the visiting public, guests, vendors, and volunteers
- Actively listens to and works to resolve guest concerns and inquiries in a manner satisfactory to all parties, both in person and electronically
- Ensures facility is in optimum condition, ready to receive guests in a clean, safe and engaging manner
- Assists in interviewing, hiring, directing, coaching, and supervising guest services staff
- Assists in unloading and loading process of school fieldtrips, summer camps, birthday guests, and other large incoming groups in order to maintain the most up to date, efficient practices and procedures. Assists as needed as lead point of

contact during field trip onboarding / bus parking process to ensure that proper admittance and payment is taken for each arriving group

- Assists in Guest Service's inventory process in order to maintain accurate audits and stock levels, reorders as necessary
- Possesses a strong working knowledge of Museum policies, practices, procedures and emergency protocols and is comfortable and effective in directing emergency response. Able to think and react quickly and professionally to emergencies or escalated environments
- Comfortable coaching and correcting staff and volunteer behavior in the moment and redirecting constituents
- Able to predict, identify, and execute operational changes based on guest's & facility needs
- Well informed on program content, operations, special events & education behind exhibits
- Can serve as alternate on Reservations in the absence of the Guest Services Coordinator
- Assists the Guest Services Manager in creating / reviewing staff scheduling in order to keep suitable coverage for the museum's needs
- Leads weekly Weekend & Program Operations meetings, preps for meetings in advance by holding meetings with appropriate managers
- Manages weekend schedule of activities (in coordination with Education Department), birthdays and external events and communicates with staff and volunteers at morning meeting and throughout the day
- Opens & closes Guest Services as needed, verifies cashier reports, oversees cash handling and change requests to accommodate weekend needs
- Possesses strong working knowledge of point-of-sale system to be able to make accurate adjustments and refunds where appropriate using the manager code
- Able to open & close the Museum facility as needed, unarming or arming security systems and following closing procedures
- Able to turn on and shut down exhibit components and provide basic exhibit troubleshooting
- Works in connection with rental events, in-house caterer(s), and Downtown constituent groups for logistical coordination
- Consistently gains feedback from both guests and staff members to identify problems, concerns and opportunities for improvement to the visitor experience and customer service cycle
- Assists Marketing as directing in posting to Museum social media accounts for parties and special events
- Assists in researching & data collection on traveling exhibit opportunities

Non-Essential Functions:

- Other duties as required

Mental Skills and Abilities:

- *Math* – college 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:

- Bachelor's degree in Hospitality highly preferred. High school diploma or equivalent education + directly related experience in cultural attraction environments
- Must have exemplary customer service skills, ability to work in a team environment with minimum supervision
- Knowledge of standard point of sale systems operation and basic computer skills.

Experience/Skills:

- Bilingual candidate strongly preferred (English / Spanish)
- Must have previous experience in management of a part time team in fast paced industries
- Ability to work with a wide variety of people
- Ability to work well under time constraints, and in stressful conditions
- Demonstrated organizational and task management skills
- Excellent communication skills, verbal and written
- Skilled in conflict resolution and possesses ability to successfully resolve guest issues
- Possess experience in emergency management

The ideal candidate will have the following personal competencies and characteristics:

- S/he will flourish in a diverse and high-achieving environment and will be energized by the prospect of leading pioneering practices and integrating best practices.
- S/he will have a strong data and analysis orientation and a proven ability to use metrics to drive decisions and achieve strategic objectives.
- The successful candidate will be skilled at building and sustaining close relationships at multiple levels and with varied constituencies including individuals, key volunteers, administrative colleagues, donors, and volunteers.
- S/he will be a confident and articulate communicator with the ability to work fluidly across all levels and at any pace.
- S/he will be a leader who can talk with anyone and successfully convey the Children's Museum's vision and mission with clarity and persuasion. This leader will uphold the Museum's reputation for excellence in performance and accountability for results. S/he will solicit innovation and fresh ideas alongside quality execution.
- Management skills will be leveraged to earn team respect, nurture, train and retain talent.
- The successful candidate will have an unquestioned and authentic passion for creating extraordinary learning experiences for children and families.
- The successful candidate is an individual of unquestioned integrity, ethics, and values; someone who can be trusted without reservation.
- S/he will have a personal style that is polished, collaborative, and decisive. S/he will build confidence in the team and will lead by example. An outgoing and upbeat personality is essential as well as a sense of humor and perspective in his/her work.
- S/he will be entrepreneurial in approaches to goal achievement and project implementation.

Work Situations:

- **Analysis** – The ability to use tools & resources to gather data and make informed decisions on their realm of responsibility and develop concise plans for implementation
- **Communication** - The ability to relate to people in situations involving more than giving and receiving instructions
- **Conflict Resolution** – ability to listen actively, relate to customers, and use empathy to resolve difficult situation. Ability to remain calm under high pressure situations
- **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.
- *Fine Motor Skills* - 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 Saturday / Sunday availability every week
- Will require schedule flexibility for evening events
- May require occasional travel
- Will require holiday / peak seasonal availability

- May require occasional evening or outdoor work
- Valid State Driver's License

Supervision/Contacts:

- Receives supervision from the Guest Services Manager
- Daily contact with Museum employees, vendors, volunteers, interns and management
- Daily contact with guests; 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 sale system, database management, personal computer, shuttle PC's, fax machine, A/V equipment, telephone & system, printers, copier, postage machine, museum alarm system, fire system, exhibit equipment, & lighting controls and automobile.

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.

Signature

Date

