Glazer Children’s Museum

JOB DESCRIPTION

Guest Services Team Leader

Position Summary:

This position is responsible for the successful operation of all aspects of the guest services at the point of entry. The Guest Services Team Lead provides leadership to ensure optimum performance and collaboration between all internal teams. The Guest Services Team Leader resolves internal and external concerns and provides the highest level guest service and management.

This is a full time, nonexempt position requiring a Wednesday – Sunday availability. This position reports to the Director of Guest Experience or his/her designee.

Essential Functions:

- Works with the Director of Guest Experience or his/her designee to ensure efficient and reliable operability of the admissions processes, software and hardware to facilitate admission and membership sales
- Participates in and oversees all aspects of the day-to-day operations of the front desk
- Successful execution of the operations of guest services desk
- Possesses strong working knowledge of point-of-sale system to be able to make accurate adjustments and refunds where appropriate
- Admissions and membership sales with a focus on efficiency, excellent guest service and prompt service to Museum visitors while motivating the team to reach goals
- Responsible for effective, consistent, and concise communication with directors and managers to ensure efficient transition from weekend to weekday operations and activities
- Communicates feedback from both guests and GS team members to the Director of Guest Experience or his/her designee to identify problems, concerns and opportunities for improvement to the guest experience and guest service cycle
- Coordinates weekend schedule of activities with the Education Department, birthdays and external events, and communicates with staff and volunteers at morning meeting and throughout the day
- Opens & closes Guest Services, verifies cashier reports, oversees cash handling, and occasional change requests to accommodate weekend needs
- Able to provide consistent and confident leadership to GS team members and to museum guests, vendors, or partners
• Delivery of exemplary guest 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
• Models outgoing and friendly interactions with staff and guests
• Leads the welcoming 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 in Guest Service’s inventory process in order to maintain accurate audits and stock levels
• Possesses a strong working knowledge of Museum policies, practices, procedures and emergency protocols
• Able to predict, identify, and execute operational changes based on guest and facility needs
• Well informed on program content, operations, special events & education behind exhibits
• Able to turn on and shut down exhibit components and provide basic exhibit troubleshooting

Non-Essential Functions:

• Other duties as required

Experience/Skills:

• Bilingual candidate strongly preferred (English / Spanish)
• Prior cash handling experience
• Preferred Key Holder experience
• 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

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 be a confident and articulate communicator with the ability to work fluidly across all levels and at any pace.
• Leadership skills will be leveraged to earn team respect, nurture, train and serve in a leadership capacity

• 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.