

# Glazer Children's Museum

## JOB DESCRIPTION

### Guest Services Team Member

#### Position Summary:

This position is responsible for the successful daily operation of the guest visit at the Museum with a focus on providing quality, memorable guest experiences to all visitors to the Museum. This position is generally the first and last contact that a guest will make with the Museum, and ensures a great first impression and lasting memory. Position involves rotating through a variety of front-of-house duties; including front desk / sales, detailing exhibits, concierge assistance, and lobby engagement, that all contribute to a positive guest experience at the Museum.

This is a part time, non-exempt position reporting to the Manager of Guest Services Team & Delivery or their designee. As weekends are our busiest days, candidates must be available at least one weekend day.

#### Essential Functions:

- Upbeat, fun, and friendly delivery of the Museum's mission and values to the visiting public and volunteers through delivery of excellent and accurate service via face-to-face, phone, and electronic interactions.
- Deliver continuous high-quality & engaging interactions across all functions of the position; being playful, creative, and displaying the exuberance of childhood play in your daily role as an ambassador of the Museum experience.
- Accurate facilitation of daily sales and Museum memberships using the integrated point of sale system.
- Maintain responsibility of all aspects of a cash register, including accurate cash handling throughout a shift
- Engage guests in the lobby as they enter and exit the facility.
- Facilitate field trips and birthday group arrivals, departures, and logistical / welcoming needs as required.
- Facilitate arrival and departure of campers for weeks of camp imagination
- Resolve guest concerns, listening to, empathizing with, and reacting to guest feedback. Utilize sound judgement and decision making when taking in guest feedback or applying procedures / policies.
- Assist in execution of donation promotions or sales contests as part of the admission process.
- Assist in daily staging and detailing (propping & cleaning) of Museum exhibits and public spaces.
- Assist in the collection of survey data from events, programs, birthdays, and field trips.
- Employs a critical eye to cleanliness and safety of all guest spaces. Actively seek to improve the experience a guest has at the Museum.

- Work within your team to identify challenges and come up with creative solutions that positively impact the experience of the guests.
- Utilize online tools at-hand such as Altru (point of sale system), Gmail, Slack, and Monday.com as a means to effectively communicate and transfer information to team mates.
- Assists Education team in resetting/closing the facility after the last guest exits.
- Other duties as required and assigned

### Qualifications and Requirements:

- High school diploma or equivalent education or experience
- Experience working with children preferred
- Bilingual preferred
- Authentic smile, animated facial expression, upbeat tone of voice, and displaying playfulness is the expectation
- Ability to connect to a wide variety of guests of all ages. Talking to adults and children alike in every interaction
- Ability to deliver joyful and energetic engagement with the public
- Ability and willingness to proactively consider guest needs and deliver exceptional service
- Rotate throughout the admissions desk, lobby, and exterior to facilitate a positive guest experience
- Ability to work cross-departmentally in a team environment to deliver excellent customer service
- Will require schedule flexibility and availability for evening events, Holiday and peak season for the Museum
- May require occasional evening or outdoor work
- Required to have reliable transportation and adhering to the schedule