

Glazer Children's Museum

JOB DESCRIPTION

Guest Services Coordinator

Up to \$17 per hour

Position Summary

The Guest Services Coordinator works closely with the Guest Services Manager or their designee to ensure the efficient operation of admissions processes, this includes handling a register during all shifts, addressing guest concerns, and facilitating admissions and sales. This role is responsible for the successful execution of front desk operations, including day-to-day oversight, and maintaining lobby appearance. In the absence of the Guest Services Manager, Guest Services Coordinator provides direction to the part time team. The ideal candidate for this position will enjoy a fast paced environment, is upbeat and friendly, and has excellent communication skills.

This is a full-time, non-exempt, in person role reporting to the Manager of Guest Services or their designee. The position requires a regular work schedule of Wednesday - Sunday, with a shift in work days during Summer season. Occasional Holiday or evening hours.

Essential Functions

- Works with Guest Services Manager or their designee to ensure efficient and reliable operability of the admissions processes, software and hardware to facilitate admission and sales
- Successful execution of the operations of the guest services desk. Participates in and oversees all aspects of the day-to-day operations of the front desk
- Opens and closes Guest Services, verifies cashier reports, prepares nightly deposits, assists with cash handling, and change requests. Completes end of day reporting as directed by Guest Services Manager.
- Possesses strong working knowledge of point-of-sale system to be able to make accurate adjustments, refunds where appropriate, and troubleshooting and training as necessary
- Employs a high degree of emotional intelligence, independent decision making and problem solving skill to resolve issues or concerns both internally and externally
- Delivers exemplary guest service in a fast-paced environment and embodies the museum's mission and values. Models outgoing, welcoming, and friendly interactions with staff and guests
- Perform regular walkthroughs of the lobby area to maintain a professional and safe lobby appearance
- Trains new Guest Services Associates on the point-of-sale system and provides ongoing support to existing staff.
- Responsible for effective, consistent, and concise communication with directors and managers to ensure efficient transition from weekend to weekday operations and activities

- Utilizes company communication tools (Slack, Monday, Email) consistently and effectively
- Communicates feedback from guests to the Guest Services Manager or their designee to proactively identify problems, concerns and opportunities for improvement to the guest experience and guest service cycle
- Supports weekend schedule of activities in conjunction with the Guest Services Manager, Education department, Reservationist and external events, and communicates with staff and volunteers at morning meeting and throughout the day
- Leads and/or supports the welcoming process of school field trips, 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
- Serves as support to the Guest Services team in case of a call out or high volume by handling reservations, scheduled activities, and guest support calls
- Possesses a strong working knowledge of Museum policies, practices, procedures and emergency protocols
- Able to predict, identify, collaborate on, and execute operational changes based on guest and facility needs
- Well informed on program content, operations, special events and education behind exhibits
- Able to turn on and shut down exhibit components and provide basic exhibit troubleshooting
- Assist the Education Department with coverage as needed
- Other duties as assigned

Education and Experience:

- High school diploma or equivalent education required
- Cash handling experience required
- Key holder experience preferred
- Employee supervision experience preferred

Required Skills/Abilities:

- Bilingual (English / Spanish conversational) preferred
- Ability to have reliable transportation to and from work
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.

- Requires a high level of emotional intelligence, and ability to empathize and relate to others feelings or emotions to de-escalate.
- Requires the ability to work fluidly across all levels and at any pace
- Requires a high level of communication, follow-up, problem solving, and organizational skills to be employed daily
- Leadership skills will be leveraged to nurture, train and serve in a leadership capacity
- Schedule flexibility, evening, outdoor, Holiday/peak seasonal availability may be required; must adhere to working schedules and have reliable transportation

Physical and Mental Requirements:

- Ability to deliver joyful and energetic engagement with the public
- Ability to function well in a high-paced and at times stressful environment
- Prolonged periods of sitting at a desk and working on a computer.
- Moves equipment weighing up to 15 to 50 pounds at times
- Ability to move self in different positions to accomplish tasks in various environments including tight and confined spaces.
- Must be able to complete tasks in a noisy environment
- Employee is subject to inside and occasional outside environmental conditions. Protection from weather conditions but not necessarily from temperature changes when inside or outside.

Values of GCM:

- Collaboration
 - Strong “we are better together” mentality that makes for a great teammate.
 - Trustworthy individual who takes the responsibility of representing the department, the museum, and its ideas at all times. Puts the museum first in all work related decisions and situations.
- Play and Experimentation
 - Ignite a shared passion for the power of play by engaging children, families, and the entire community.
 - Committed to lifelong learning
 - Understands that the role they play is to serve as an ambassador for play and the Glazer Children’s Museum and conducts themselves in a manner that is both fun and professional.
- Equity and Inclusion
 - Advocate for equity, inclusion, accessibility, and diversity - treats all people with respect and dignity.
 - Identify and remove barriers, so every child and family has access to powerful play and feels welcome