



AMERICA'S CAR MUSEUM®

Now Seeking Candidates For The Following:

GUEST SERVICES REPRESENTATIVE

REFERENCE JOB#: W-650

POSTED: 04/01/16

CLOSES: When Filled

APPLICATION PROCESS: See bottom of ad

AMERICA'S CAR MUSEUM is an Equal Opportunity Employer

FLSA CLASS: Non-Exempt
FTE STATUS: Part-Time
REPORTS TO: Guest Services Manger & Coordinator
DRIVING CLASS: Not Required
SUPERVISES: N/A
BENEFITS: In-eligible
STARTING SALARY: \$10.35 – DOE

GENERAL SUMMARY:

The Guest Services Representative (GSR) serves as one of the first points of contact for guests of the Museum. The GSR greets and assists guests with the goal of facilitating the ultimate auto museum experience for all who visit. This GSR position works primarily in Outside Event Parking with additional Guest Services responsibilities including but not limited to Ticketing, the Speed Zone, and the Photo Booth. Outside work is conducted in varying weather conditions. General Guest Services duties include, but are not limited to: Greeting and serving guests with a smile; Ticketing sales for event parking, general admissions, attractions, and special events; Membership sales and renewals; Group check-ins; Cash handling and reconciliation; Providing general information and museum orientation material to enhance the "guest experience"; Conducting Speed Zone point-of-sales and guest assistance; Troubleshooting and resolving guest concerns / issues; and, Ensuring the general safety of guests within the Ticketing, Photo Booth, and Speed Zone areas.

QUALIFICATIONS:

The incumbent for this position must be at least 18 years of age and possess:

1. A high school diploma or GED or equivalent;
2. The ability to pass an in-depth background investigation including criminal history, employment records, and personal references;
3. Customer service experience;
4. Cash handling and reconciliation experience;

5. The skills and ability to positively and professionally function as part of a team environment at all times;
6. Basic computer skills in MS Office, or point of sales computer equipment;
7. The ability to lift up to 30 lbs. as needed, stand and sit for extended periods of time, bend, stoop, and twist regularly, manipulate items with fingers frequently, operate a computer and POS equipment regularly, work outside in various weather conditions, visually monitor guest activities constantly, read and interpret manuals and instructions, operate the Simulators and Photo Booth regularly, and effectively communicate verbally, and in written format, with guests, employees, and management regularly;
8. The social skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types at all times;
9. A positive and professional attitude at all times;
10. The ability to work varied shifts as needed.

PREFERRED QUALIFICATIONS INCLUDE:

1. Experience with point of sales (POS) equipment;
2. Experience with the Altru ticketing system;

APPLICATION PROCESS:

NOTE: All application materials must be received to be considered for this position.

1. Cover letter (*include specific job reference # W-650*)
2. Resume
3. Professional references contact numbers (*minimum of three*)
4. Salary History (*Must be incorporated into resume, email, or attachment*)

Email all application materials to HR@AmericasCarMuseum.org or fax to 253-779-8499.

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