

Guest Services Representative (Tacoma)

LeMay - America's Car Museum is currently recruiting for part-time Guest Services Representatives. These positions will work up to 29 hours per week, with the possibility of extended days through the Summer months. Our current schedule runs Fridays through Sundays, with some events scheduled mid-week, however, we expect this schedule to increase. We are looking for individuals with solid customer service and POS experience. If you have these qualifications and would like to apply for one of our positions, please send your current resume to jobs@americascarmuseum.org, along with your salary expectations. ACM is an Equal Opportunity Employer and we take our role seriously in supporting a Diverse and Inclusive Work Environment, Culture and Museum experience. We invite you to be an important part of our movement forward.

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 visitor experience. This position works primarily in Ticketing, the Speed Zone, and the Photo Booth. Responsibilities include, but are not limited to: Greeting and serving guests with a smile; Handling cash and credit card transactions, Directing guests regarding parking; and, Performing end of shift till reconciliations. Additionally, this position will assist in other Guest Services responsibilities, including: Conducting ticketing sales for general admissions, attractions, and special events; Selling Memberships and renewals; Checking in Groups; 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; and, Ensuring the general safety of guests within the Ticketing, Photo Booth, and Speed Zone areas.

The GSR, under the supervision of the Guest Services Manager or Coordinator, often works closely with other ACM departments and, at times, can be loaned to other departments, requiring flexibility and a cooperative team-attitude. This position requires availability to work during evenings, weekends, and holidays.

MAJOR RESPONSIBILITIES:

1. Greeting and serving guests with a smile and providing general information and museum orientation material to enhance the guest experience;
2. Handling sales for general admissions, attractions, special events, group check-ins, and membership sales and renewals;
3. Troubleshooting and resolving guest concerns and/or issues;
4. Handling cash and reconciliation;
5. Ensuring the general safety of guests within the Ticketing, Photo Booth, and Speed Zone areas;
6. Overseeing, training, and showing appreciation to volunteers assisting within the Guest Services Department;
7. Assisting with outside parking.

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. The skills and ability to positively and professionally function as part of a team environment at all times;
4. Basic computer skills in MS Office, or point of sales computer equipment;
5. 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;
6. 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;
7. A positive and professional attitude at all times;

8. The ability to work varied shifts as needed.

PREFERRED QUALIFICATIONS INCLUDE:

1. Experience with point of sales (POS) equipment;
2. Customer service experience;
3. Cash handling and reconciliation experience;
4. Experience with the Altru ticketing system.

Compensation: **Compensation is competitive and based on education, experience and skills.**

If interested in applying for this position, please send your current resume to: jobs@americascarmuseum.org