

GUEST SERVICES REPRESENTATIVE
(SALES, PARKING, ATTRACTIONS)
POSITION DESCRIPTION

EFFECTIVE DATE: 02/20/2020
CLASS: Non-Exempt
STATUS: Part-Time – up to 29 hours/week
REPORTS TO: Guest Services Manager & Coordinator
SUPERVISES: Volunteers in Speed Zone and Photo Booth

DEPARTMENT: Guest Services FLSA
DRIVING CLASS: Not Required FTE
BENEFITS: Based on FTE Status

America's Car Museum - Guest Services Representatives (GSR)
Part time. Potentials for advancement include benefits eligible position and GSR

Our Guest Services Representatives (GSR) serve as the first point of contact at one of the country's premier automotive museums, but you don't have to be car crazy to join our team. We're looking for someone passionate about supporting our community and creating a great guest experience, comfortable with upselling, active engagement, and working both in and outdoors.

Be part of a team with a broad reach of services. This position works in a variety of locations throughout America's Car Museum; admissions and membership, photo car, speed zone (with slot cars and racing simulators), and parking.

The GSR team often works closely with other ACM departments, requiring flexibility and a cooperative team attitude. This position requires availability to work during evenings, weekends, and holidays.

PRIMARY OBJECTIVES:

1. Provide ACM guests with excellent customer service – positive, professional, and engaging;
2. Promotion of revenue-generating attractions and events to heighten the guest experience, encourage repeat visits, and increase membership sales;
3. Work collaboratively with the Guest Services Management team, Events, Security, and Facilities Departments to maintain a fun and safe environment for guests, volunteers, and employees.
4. Increase sales through up-selling attractions and memberships with admission to the Museum

MAJOR RESPONSIBILITIES:

1. Greeting guests with a smile, eye contact, and a positive attitude at all GS work stations; 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, Speed Zone and parking areas;
6. Overseeing, training, and showing appreciation to volunteers assisting within the Guest Services Department;
7. Assisting with outside parking.

QUALIFICATIONS: 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.
5. Point of sales computer equipment experience.
6. Sales and guest services/customer service experience.
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, work outside in various weather conditions, visually monitor guest activities constantly, operate Racing Simulators and Photo Car;
8. Effectively communicate verbally, and in written format, with guests, employees, and management, read and interpret manuals and instructions;
9. 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;
10. A positive and professional attitude at all times;
11. The ability to work varied shifts as needed, including nights, weekends and holidays.

CONDITIONS

1. Working in or near a combination of office, commercial retail, commercial food, and outside environments;
2. Working in heavy traffic environment when directing parking;
3. Working outside in all weather conditions and after dark;
4. Working while standing for hours, often requiring fast walking;
5. Working in areas with consistent moderate noise (does not require ear protection);
6. Exposure to equipment with minimal risk of getting burned, bruised, punctured, cut, pinched, scraped and electrocuted;
7. Minimal contact with oil and petroleum products;
8. Minimal exposure to dust, gases and fumes.