



# AMERICA'S CAR MUSEUM

## GUEST SERVICE LEAD

### POSITION DESCRIPTION

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<b>EFFECTIVE DATE:</b>	<u>04/14/22</u>	<b>DEPARTMENT:</b>	<u>Guest Services</u>
<b>FLSA CLASS:</b>	<u>Non-Exempt</u>	<b>DRIVING CLASS:</b>	<u>Not Required</u>
<b>FTE STATUS:</b>	<u>Regular Full-time</u>	<b>BENEFITS:</b>	<u>Eligible</u>
<b>REPORTS TO:</b>	<u>Guest Services Manager</u>		
<b>SUPERVISES:</b>	<u>Provides Lead Supervision to Guest Services Representatives and Volunteers serving within the Guest Services Department</u>		

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#### GENERAL SUMMARY:

The Guest Services Lead (GSL), functions as a role model and assists the Guest Services Manager (GSM), and Guest Services Coordinator (GSC), in providing basic oversight to Guest Services Representatives (GSR), and Volunteers serving within the Guest Services Department. Additionally, this position participates in the development and management of ticketing, parking operations, and the various Guest Service areas of the museum.

In the absence of the GSM, the GSL in conjunction with the GSC, will provide general supervisory oversight of all America's Car Museum (ACM) attractions and Guest Services Representatives to ensure the ultimate museum guest experience. This position works in Ticketing, the Speed Zone, the Photo Booth, and outside parking operations. Responsibilities include, but are not limited to: Greeting and serving guests with cordiality; Conducting ticket sales for general admissions, attractions, and special events; Training Guest Services Representatives on the sales counter, Photo Car, and Speed Zone; Maintenance, troubleshooting, and resolving equipment issues in the Speed Zone and Photo Car; Coordinating breaks and staffing needs with GSM and GSC; Selling Memberships and renewals; Checking in Groups; Accessing safe, handling cash, and till reconciliation; Accessing safe, handling cash, and till reconciliation; Providing general information and museum orientation material to enhance the guest experience; Troubleshooting and resolving guest concerns; and Ensuring the general safety of guests. In addition to Lead duties, this position is expected to train and supervise parking operations staff, and independently run parking events.

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

This position description is designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

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## **PRIMARY OBJECTIVES:**

1. Provide ACM guests with the best possible Museum experience, focused on excellence in customer service;
2. Function as a role model in actions and attitude, for all Guest Services Representatives and Volunteers;
3. In coordination with the GS Coordinator, fill in for the GSM to ensure continuity and oversight for Guest Services Representatives;
4. Train GSR staff in guest relations, POS system, sales techniques, and all GS attractions, including equipment operation and troubleshooting, and assist GSM in scheduling GSR staff to cover all areas of Guest Services operations;
5. Train GSR staff and contracted parking personnel on parking, set up, tear down, cleaning, coordinate parking schedules and breaks, and assist in maintaining related parking records, and GS staff on cash and credit card handling for parking events;
6. Coordinate with GSM for the scheduling of GSR's and contracted parking personnel to meet the dynamic staffing demands existing for regular museum operations, public and private ACM events, and Tacoma Dome events that require parking logistics and oversight;
7. Maintain related parking records;
8. Maintain proficient knowledge of the physical museum to be able to inform guests and react to emergency conditions and evacuation procedures, and trains staff to do the same;
9. Assist in the promotion of revenue-generating attractions and events to heighten the guest experience, encourage repeat visits, and increase membership sales;
10. Enforce policies, procedures, and practices; and in conjunction with the Guest Services Coordinator, recommend updates/revisions to policy and procedure manuals to maintain best practices in the GS department;
11. Work collaboratively with the Guest Services Manager, Security, and Facilities to maintain a safe and secure environment for guests, volunteers, and employees; and keep Facilities Manager informed regarding significant successes, concerns, or issues involving facilities and safety; assist with evacuation procedures in emergency situations, and assist with evacuation procedures in the situation of an emergency condition;
12. Serve as a staff resource for general troubleshooting and resolution of guest concerns and issues.

## **MAJOR RESPONSIBILITIES:**

1. Greet and serve guests with cordiality and providing general information and museum orientation material to enhance the guest experience;
2. Handle sales for general admissions, attractions, special events, group check-ins, memberships/renewals and parking;
3. Oversee money handling, including accounting for and safeguarding museum funds derived from admission, attractions, and parking; and provide troubleshooting and resolving guest concerns and/or issues;
4. Ensure GSR Staff breaks and lunch breaks when on shift;
5. Answer the telephone and field calls to appropriate staff members;

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6. Instruct guests in the operation of photo booth, simulators and slot cars, including monitoring their rides, all towards creating the ultimate guest experience and repeat sales;
7. Maintain an in-depth knowledge of Altru system, POS system, simulators, slot car track, parts, and programming procedures, Photo Booth, and theater, with skill in troubleshooting, diagnosing, and resolving basic malfunctions to ensure functionality, and contact CXC technicians when issues cannot be resolved;
8. Set up parking locations with ropes, stanchions, and signage, in conjunction with the Guest Services Coordinator and coordinate and oversee complicated, simultaneous parking events at ACM including field layout, procedures, radio operations, and strategizes to meet congestion demands and increase efficiency;
9. Guide traffic and pedestrians safely in a potentially dangerous environment of moving vehicles;
10. Assist in resolving guest parking complaints and problems;
11. Assist with safe, post-event vehicle departure;
12. Track staff and contract labor parking hours for proper budget allocation;
13. Attend meetings as needed or requested;
14. Use MS Word and Excel to complete forms, reports, letters, etc.;
15. Maintain and reports other statistical data as needed or requested.

**QUALIFICATIONS:**

The incumbent for this position must be at least 21 years of age and possess, a minimum High School diploma or GED and have 2 years’ relevant customer service experience and a minimum 1 year of supervisory/management experience.

**Additionally, the incumbent must 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. Cash handling and reconciliation experience;
5. Demonstrated teamwork skills;
6. The interpersonal skills of sensitivity, self-control in emotional situations, the ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types;
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 Car regularly, and effectively communicate verbally, and in written format, with guests, employees, and management regularly;
8. A positive and professional attitude at all times;
9. The ability to work varied shifts as needed;
10. An ability to thrive in a fast-paced, dynamic environment, with high expectations for professional outcomes;
11. A track record of providing high levels of customer service;

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- 12. A proven ability to multi-task and prioritize competing tasks while meeting deadlines;
- 13. The ability to critically analyze and resolve quantitative, logistical and spatial problems;
- 14. The ability to use MS. Word, Excel, and Outlook, and experience with POS systems;
- 15. The ability to understand and effectively communicate in the English language, both verbally and in written form

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**PREFERRED QUALIFICATIONS INCLUDE:**

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

**WORKING CONDITIONS**

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