



AMERICA'S CAR MUSEUM®

GUEST SERVICES MANAGER POSITION DESCRIPTION

EFFECTIVE DATE:	<u>March 22, 2012</u>	DEPARTMENT:	<u>Guest Services</u>
FLSA CLASS:	<u>Executive Exempt</u>	DRIVING CLASS:	<u>Required</u>
FTE STATUS:	<u>1.0 (Full-time)</u>	Revised:	<u>June 14, 2018</u>
REPORTS TO:	<u>Chief Operations Officer</u> <u>Volunteers</u>	SUPERVISES:	<u>Multiple Employees &</u> <u>Volunteers</u>

COMPENSATION: Market Competitive & Based on Education & Experience with Benefits: Medical, Dental, Vision, Life, 403b7, Supplemental Insurance, Paid Vacation, Paid Sick, & Paid Holidays

GENERAL SUMMARY:

The Guest Services Manager develops, guides, and manages the overall guest services experience within the museum and Showfield events to ensure maximum guest satisfaction. Areas of oversight and responsibility include, but are not limited to: Ticketing and admissions; Membership sales; Attractions, including the operations of simulators, slot cars, and Kids Zone; Functioning as the liaison for the contracts governing the retail store and café services; Managing Guest Services' employees and supervising volunteers in collaboration with the Volunteer Coordinator, overseeing including staff selection/hiring, training, scheduling, and performance management; Implementation and monitoring of the cash management, reporting, auditing and security protocol; and, Functioning as an expert in the Altru POS ticketing and admissions system.

The Guest Services Manager establishes and promotes a high performance, customer-focused, team-oriented culture that empowers employees to meet the needs of our customers so as to provide the ultimate auto museum experience to all who visit.

MAJOR RESPONSIBILITIES:

Under the direction of the Chief Operating Officer, the Guest Services Manager will be responsible for:

1. Overseeing the guest experience from entry to exit, ensuring superior customer service and the ultimate in guest satisfaction;
2. Overseeing ticketing, memberships and attraction sales and associated personnel;
3. Functioning as a liaison for the contracts governing the store and café services, assuring that customer service and quality standards remain at LACM's standards of excellence;
4. Overseeing the staffing and operations of attractions, including simulators, slot cars, and Kids Zone;
5. Employing, supervising, training, and developing employees and volunteers to meet the demands of the Guest Services Department.

QUALIFICATIONS:

The incumbent for this position must be at least 21 years of age and possess a valid Driver License and A Bachelor's Degree plus 4 years management experience in attractions, events, ticketing or restaurant operations. Additional relevant experience may be substituted year for year for the educational requirement);

Additionally, the incumbent must possess:

1. The ability to pass an in-depth background investigation including criminal history, employment records, and personal references;
2. The ability to drive a personal vehicle for business purposes;
3. Supervisory experience that includes, managing multiple reports with oversight of staff selection/hiring, scheduling, training, and performance management;
4. Experience with budget development and meeting financial targets, including labor management costs;
5. Experience using a point of sale system with an in depth understanding of ticketing/sales and cash handling procedures;
6. An attention to detail with the ability to work with financial reports and daily cash balancing;
7. A solid proficiency in the English language with professional communication skills including written, oral, presentation, and interpersonal skills;
8. The skills and ability to foster effective working relationships with volunteers and employees;
9. An understanding and ability to provide service excellence through product delivery, staff interactions and consistency in all Guest Services' functions;
10. An ability to be a positive role model, coach for service excellence, and act as a museum leader for guest services' employee and volunteer training, deployment, and implementation;
11. The proven ability to: promote and manage an effective team environment, set and meet goals, and manage projects to completion with minimal supervision;
12. An ability to effectively multi-task and coordinate between different projects and/or departments while remaining organized and solution focused;
13. The ability and commitment to remain sensitive and responsive to the diverse needs and cultural differences within the organizations employment, guest, and client population;
14. A willingness to maintain personal scheduling flexibility to cover special events, late evening events, and emergencies as the needs of a seven-day operation may require;
15. Proficient in the use of MS. Word, Excel, Power Point, Outlook, and Web browsers;
16. 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 regularly, visually monitor employee and guest activities constantly, read and interpret manuals and instructions, and effectively communicate verbally, and in written format, with guests, employees, and management regularly;
17. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team oriented approach and attitude;

If interested in this position, please forward a current resume and salary expectations to:

jobs@americascarmuseum.org