



# AMERICA'S CAR MUSEUM

## GUEST SERVICES REPRESENTATIVE (PARKING, SALES AND SPEEDZONE) POSITION DESCRIPTION

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<b>EFFECTIVE DATE:</b>	<u>05/22/17</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>Part-Time – up to 29 hours/week</u>	<b>BENEFITS:</b>	<u>Based on FTE Status</u>
<b>REPORTS TO:</b>	<u>Guest Services Manager &amp; Coordinator</u>		
<b>SUPERVISES:</b>	<u>Volunteers in Speed Zone and Photo Booth</u>		

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### 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 visitor experience. This includes ticket sales and upselling internal attraction and VIP tour options; overseeing and troubleshooting the Speedzone simulators and Photo Booth; and working outside parking. Responsibilities include, but are not limited to: Parking detail set-up and takedown; 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.

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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Printed Name	Signature	Initials	Date Received
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## **PRIMARY OBJECTIVES:**

1. Provide ACM guests with the best possible Museum experience by providing assistance, focused on excellence in customer service;
2. Assist in the promotion of revenue-generating attractions and events so as to heighten the guest experience, encourage repeat visits, and increase membership sales;
3. Work collaboratively with the Guest Services Manager and the Security and Facilities Departments to maintain a safe and secure environment for guests, volunteers, and employees.
4. Increase sales through up-selling memberships and attractions with admissions to the Museum

## **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, 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:**

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. Point of sales computer equipment experience a plus.
5. Sales and guest services/customer service experience preferred.
6. 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;
7. 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;
8. A positive and professional attitude at all times;
9. The ability to work varied shifts as needed, including nights, weekends and holidays.

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## WORKING CONDITIONS

1. Working in or near a combination of office, commercial retail, commercial food, and outside environments;
2. Working in heavy traffic environment when 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 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.

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