



AMERICA'S CAR MUSEUM

GUEST SERVICES REPRESENTATIVE POSITION DESCRIPTION

EFFECTIVE DATE:	<u>08/25/17</u>	DEPARTMENT:	<u>Guest Services</u>
FLSA CLASS:	<u>Non-Exempt</u>	DRIVING CLASS:	<u>Not Required</u>
FTE STATUS:	<u>Part-Time Positions</u>	BENEFITS:	<u>Based on FTE Status</u>
REPORTS TO:	<u>Guest Services Manager</u>		
SUPERVISES:	<u>Volunteers in Speed Zone and Photo Booth</u>		

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 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; Conducting ticketing sales for general admissions, attractions, and special events; Selling Memberships and renewals; Checking in Groups; Handling cash and reconciliation; Providing general information and museum orientation material to enhance the "guest experience"; Assisting with outside parking; 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.

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

Initials

Date Received

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. Proficient computer skills in MS Office, or experience operating 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.

Initials

Date Received

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.

RESPONSIBILITIES:

Under the direction of the Guest Services Manager and/or Coordinator, the Guest Services Representative will be responsible for:

TICKETING COUNTER

1. Greets guests with a smile and engages guests in an enthusiastic and helpful manner;
2. Operates a POS register to conduct sales for general admissions, attractions, special events, group check-ins, and membership sales and renewals;
3. Accounts for till funds at the beginning and end of shift and maintains responsibility for cash, tickets, wristbands, and other sensitive items during scheduled shifts;
4. Maintains a proficient knowledge of products, admissions, events, discounts, and bundled offers;
5. Answers the telephone and fields calls to appropriate staff members;
6. Assists with the promotion and registration of public programs at point of sale, as appropriate;
7. Engages guests with salesmanship to upsell museum memberships, renewals, attractions, value packs, and other products, as appropriate.

SPEED ZONE & SLOT CARS:

1. Greets guests with a smile and engages guests in an enthusiastic and helpful manner;
2. Operates a POS register to conduct sales for Speed Zone attractions;
3. Instructs guests in the operation of simulators and slot cars, including monitoring their rides, all towards creating the ultimate guest experience and repeat sales;
4. Engages guests with salesmanship in explaining the *CXC Simulator* and slot car experiences, with the intent of increasing ticket revenues;
5. Accounts for funds at the beginning and end of shift and maintains responsibility for cash, tickets, and other sensitive items during scheduled shifts;
6. Maintains proficient knowledge of the CXC Simulators and Slot Cars, including safety protocol, booting and rebooting procedures, and general trouble shooting processes needed to maintain basic daily simulator operations;
7. Oversees and shows appreciation for volunteers assisting in the Speed Zone.

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PHOTO BOOTH:

1. Greets guests with a smile and informs guests of the complimentary photo available in a museum car;
2. Instructs guests about Photo Booth safety (entering and exiting the car) and takes into consideration the car preservation demands;
3. Assists guests in staging for the picture, obtaining prints, and emailing of the digital file;
4. Maintains proficient knowledge of the Photo Booth operation, including how to change out paper and toner, as needed;
5. Oversees and shows appreciation for volunteers assisting in the Photo Booth attraction.

PARKING:

1. Serves as the initial welcome and informational contact for parking events;
2. Sets up parking locations with ropes, stanchions, and signage, under the direction of Guest Services Coordinator;
3. Guides traffic and pedestrians safely in a potentially dangerous environment of moving vehicles;
4. Handles parking revenues, as directed;
5. Assists in resolving guest parking complaints and problems;
6. Makes “best decisions” when the Manager is out of communication;
7. Assists with safe, post-event vehicle departure.

OTHER:

1. Maintains a flexible schedule, able to work weekends and late nights as needed;
2. Uses MS Outlook for scheduling and e-mail communications;
3. Fills in for Office Coordinator at the Administration desk during lunches or as needed;
4. Attends meetings as needed or requested;
5. Informs guests of museum policies and assists with enforcement;
6. Assists with evacuation procedures in the situation of an emergency condition;
7. Completes other duties as assigned.

Printed Name

Signature

Initials

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