



AMERICA'S CAR MUSEUM®

Now Seeking Candidates For The Following:

GUEST SERVICES SPECIALIST

Join LeMay - America's Car Museum's (ACM) dynamic and dedicated team. Voted Best Museum in Western Washington for the 2nd year in a row in KING5's Best of Western Washington awards, based on more than 283,000 votes from local Western Washington-area experts. ACM was also named one of USA Today's 10 Best Museums and 10 Best Family-Friendly Museums, in Seattle by a Seattle local expert. ACM is an international destination for families and auto enthusiasts to celebrate America's love affair with the automobile and how it shaped our society. The stunning, four-level, 165,000-sq.-ft. Tacoma, Wash., facility features 12 rotating exhibits, private event space, five annual Signature Events, and serves as an educational center, hosting students of all ages. Qualified individuals with administrative assistant and customer service skills are encouraged to apply.

This position is regular part-time and is eligible to participate in benefits (Medical, Dental, Vision, Life, Retirement, and Vacation and Sick Leave).

REFERENCE JOB#: W-0700

CLOSES: When Filled

APPLICATION PROCESS: See bottom of ad

AMERICA'S CAR MUSEUM is an Equal Opportunity Employer

COMPENSATION:	<u>DOE & Competitive</u>	BENEFITS:	<u>Eligible</u>
DIVISION:	<u>Operations</u>	DEPARTMENT:	<u>Guest Services</u>
FTE STATUS:	<u>Regular Part-Time</u>	FLSA CLASS:	<u>Non-Exempt</u>
REPORTS TO:	<u>Guest Services Manager</u>	SUPERVISES:	<u>N/A</u>

GENERAL SUMMARY:

The Guest Services Specialist (GSS) is a member of the Guest Services Team. The GSS holds shared Administrative and Guest Services responsibilities. This position serves as one of the first points of contact for guests of the Museum, greeting and serving guests with a smile. The GSS serves as the primary substitute for the Office Coordinator and, as such, is responsible for handling items such as: Welcoming and assisting visitors entering the Administrative Office; Answering and routing of incoming calls and emails; Assisting the public with website navigation, membership renewals, advanced ticket sales, and Group tour reservations; Distributing mail; Preparing purchase orders (POs) for supply orders and FedEx shipments; Creating the monthly staff newsletter and weekly "Road Map" update; Tracking and processing of external donation requests; and, Keeping the shared break room clean and organized. In addition, this position will also be responsible for handling other Guest Services duties, which may include: Conducting ticketing sales for general admissions, attractions, and special events; Checking in Groups; Handling cash and reconciliation; Providing general information and museum orientation material to enhance the "guest experience"; Assisting with the Photo Booth; 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 GSS, under the supervision of the Guest Services Manager and Coordinator, often works closely with other Americas Car Museum (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. Serve as one of the first points of contact for callers, guests, members, and donors while representing the Museum in a professional manner and with an attitude of excellence in customer service;
2. Support the Administrative Office functions to ensure continuity of services in the absence of the Office Coordinator;
3. Assist in the promotion of revenue-generating attractions and events so as to heighten the guest experience, encourage repeat visits, and increase membership sales;
4. 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;
5. Increase sales through up-selling memberships and attractions with admissions to the Museum.

MAJOR RESPONSIBILITIES:

1. Welcoming and responding to guest needs, troubleshooting and resolving guest concerns, answering phones, and routing callers and emails to appropriate parties;
2. Completing various administrative duties in support of all departments within the Museum and in alignment with organizational objectives and departmental goals, including creating and disseminating daily, weekly, and monthly reports and/or publications for internal and cross departmental use;
3. Handling sales for general admissions, attractions, special events, group check-ins, and membership sales and renewals;
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. Maintaining professional boundaries and behavior, including a positive, collaborative, solution focused, and team-oriented attitude.

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. A solid proficiency in the English language with professional communication skills including interpersonal, verbal, non-verbal, formal presentation, and written communications. - Bilingual abilities are preferred;
4. Excellent organizational and administrative skills and the ability to manage and prioritize a wide range of tasks with competing timelines and interests while meeting deadlines;
5. Basic computer skills in MS Office, or point of sales computer equipment;
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. The skills and ability to positively and professionally function as part of a team environment and promote teamwork with a positive and solution-focused attitude;
8. The discernment and good judgment needed to differentiate between confidential, sensitive, and general information and the ability to maintain confidentiality accordingly;
9. 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, read and interpret manuals and instructions, operate the Simulators and Photo Booth, and effectively communicate verbally, and in written format, with guests, employees, and management;
10. The ability to work varied shifts as needed.

PREFERRED QUALIFICATIONS INCLUDE:

1. Experience with point of sales (POS) equipment;
2. Customer service experience or administrative experience;
3. Cash handling and reconciliation experience;
4. Experience with MailChimp and the Altru ticketing system.

APPLICATION PROCESS:

NOTE: All application materials must be received to be considered for this position.

1. Cover letter (*include specific job reference # W-0700*)
2. Resume
3. Professional references contact numbers (*minimum of three*)
4. Salary History (*Must be incorporated into resume, email, or attachment*)

Email all application materials to HR@AmericasCarMuseum.org or fax to 253-779-8499.

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