



**AMERICA'S CAR MUSEUM
GUEST SERVICES LEAD REPRESENTATIVE
POSITION DESCRIPTION**

EFFECTIVE DATE:	<u>3/24/15</u>	DEPARTMENT:	<u>Guest Services</u>
FLSA CLASS:	<u>Non-Exempt</u>	DRIVING CLASS:	<u>Not Required</u>
FTE STATUS:	<u>1.0 (Regular Full-time)</u>	BENEFITS:	<u>Eligible</u>
REPORTS TO:	<u>Guest Services Manager</u>		
SUPERVISES:	<u>Provides Lead Supervision to Guest Services Representatives and Volunteers serving within the Guest Services Department.</u>		

GENERAL SUMMARY:

The Guest Services Lead Representative (Lead) functions as a role model and assists the Guest Services Manager in providing basic oversight to Guest Services Representatives and Volunteers serving within the Guest Services Department. In the absence of the Guest Services Manager and Guest Services Coordinator the Lead 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 primarily in Ticketing, but also provides leadership within the Speed Zone, the Photo Booth, and outside parking operations. Responsibilities include, but are not limited to: Greeting and serving guests with cordiality; Conducting ticketing sales for general admissions, attractions, and special events; Training Guest Services Representatives on the sales counter, Photo Booth, and Race Zone; Supervising ticketing, sales, and service at the sales counter; Coordinating breaks; Selling Memberships and renewals; Checking in Groups; Accessing safe, handling cash, and till reconciliation; Assisting in the oversight of theater operations; 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; Ensuring the general safety of guests within the Ticketing, Photo Booth, and Speed Zone areas; and, providing general supervisory oversight in the absence of the Guest Services Manager and Guest Services Coordinator.

The Guest Services Lead Representative, under the supervision of the Guest Services Manager or Coordinator, 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 by providing assistance, focused on excellence in customer service;
2. Function as a role model, in actions and attitude, for all Guest Services Representatives and Guest Services Volunteers, train Guest Services Representatives on ticketing and sales at the front sales counter and attractions, coordinate breaks, and fill in for Guest Services Manager and Coordinator to ensure continuity and oversight for Guest Services Representatives;
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:

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

1. Greeting and serving guests with cordiality 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, memberships and renewals;
3. Functioning as a role model for Guest Services Representatives and Volunteers, providing training, and serving as a staff resource in general admission, attractions, special event ticketing, parking operations, and product sales and procedures;
4. Providing basic oversight to Guest Services Representatives in the absence of the Guest Services Manager and Coordinator and contacting the Manager when issues of a serious nature arise;
5. Handling cash, reconciliation, and the safeguarding of funds, including accessing safe, readying of cash bags, fulfilling change requests, coordinating bank runs, approving closed drawers, and investigating and resolving overages and shortages;
6. Providing troubleshooting and resolving guest concerns and/or issues;

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. Cash handling and reconciliation experience;
5. Customer service experience;

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6. Basic computer skills in MS Office, or point of sales computer equipment;
7. Demonstrated teamwork skills;
8. 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;
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 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;
10. A positive and professional attitude at all times;
11. The ability to work varied shifts as needed.

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 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:

SUPERVISION AND TRAINING

1. Provides basic oversight to Guest Services Representatives in the absence of the Guest Services Manager and Coordinator and contacts the Manager when issues of a serious nature arise;
2. Provides basic oversight for all ACM attractions and Guest Services Representatives in the absence of the Guest Services Manager and Guest Services Coordinator;
3. Assists with training Guest Services Representatives on sales counter, attractions, special event ticketing, parking operations, and product sales and service;
4. Assists with training volunteers as Greeters, Pit Crew, and Photo Booth Attendants.
5. Serves as a staff resource for general troubleshooting and resolution of guest concerns and issues;

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6. In the absence of the Guest Services Manager and Coordinator, or as directed, Accesses safe, Readies cash bags for the beginning of daily operations, fulfils change requests, approves closed drawers, and investigates and resolves overages and shortages;
7. Facilitates or coordinates bank trips for denomination exchanges when necessary;
8. Ensures Guest Services Representative breaks and Admin desk lunch breaks when on shift;

TICKETING COUNTER

1. Greets guests with cordiality 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 personal 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, and trains Guest Services Representatives on 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 and ensures Guest Services Representatives do similarly.

SPEED ZONE

1. Greets guests with cordiality 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 personal funds at the beginning and end of shift and maintains responsibility for cash, tickets, and other sensitive items during scheduled shifts;
6. Oversees and shows appreciation for volunteers assisting in the Speed Zone.

PHOTO BOOTH

1. Greets guests with cordiality 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 and trains Guest Services Representatives to do the same;
5. Oversees and shows appreciation for volunteers assisting in the Photo Booth attraction.

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THEATER

1. Assists in the overall operations of the theater;
2. Assists in troubleshooting and programming of the theater computer to run presentations continuously during operational hours, beginning on time and ending at the close of day;

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

Printed Name

Signature

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