



<b>Job title</b>	<i>Guest Services Manager</i>
<b>Reports to</b>	<i>Director of Organizational Development</i>
<b>Department</b>	<i>80-000</i>
<b>Grade</b>	<i>1-E</i>

### **Job summary**

The Guest Services Manager is responsible for coordinating the day to day operation of the museum's guest services department including the staffing and management of the ticketing and retail areas and party/rental staff. This position ensures that the guest experience prior to entering the exhibit hall is a quality interaction with excellent customer service.

### **Duties and responsibilities**

#### **Primary functions:**

- Oversees daily staffing and scheduling for the ticketing counter area, merchandise shop, and coverage for birthday parties and events.
- Conducts interviews, hires, and trains new Guest Service Staff.
- Conducts annual performance reviews and is the point of contact for employee relations for all Guest Services staff.
- Works closely with the Visitor Engagement Manager as the first points of contact for emergency situations, will be tasked to evaluate the situation, respond appropriately, and provide direction to all in the museum at the time the emergency occurs.
- Coordinates with the sales and scheduling staff for the appropriate staffing of birthday parties and private rentals and timely check in of field trips and groups.
- Maintains procedural and informational manuals for ticketing, merch shop sales, and parties, along with ongoing training and development of staff.
- Maintains inventory and revenue tracking and tracking for Merch Shop and coordinates ordering of items with the Marketing Group as needed.
- Maintains inventory of ticketing area supplies and materials.
- Communicates professionally regarding Discovery Lab's activities, events, and attractions to visitors in the museum.
- Attends to and follows through on customer complaints, incidents, and accidents.
- Promotes teamwork and collaboration with colleagues and other staff.
- Oversees the opening and closing of cash register tills, as well as adherence to cash handling and deposit policies.

#### **Secondary functions:**

- Participates on the Safety Committee, and helps to oversee the museum's adherence to safety policies.

- Works with the Volunteer Coordinator to train and support volunteers of the organization in the guest service area.
- Other duties as assigned by the Director of Organizational Development

### **Qualification requirements**

#### **Knowledge and skills:**

- Excellent customer service for both internal and external stakeholders
- Effective people management and problem solving skills
- Professional verbal and written communication skills
- Strong verbal communication skills
- Organized attention to detail
- Ability to use good judgement in anticipating problems before they arise
- Ability to work well in team and independently
- Implement organizational, analytical and problem solving skills
- Ability to recognize and respond to safety and security issues

#### **Educations & work experience:**

- Associates Degree or equivalent education and experience
- 1+ years experience in group management
- First-aid/CPR certification within the first six months of hire.

#### **Preferences:**

- First aid certification
- Prior museum or nonprofit experience
- Language fluency other than English to support Discovery Lab's accessibility mission and objectives

### **Working conditions**

This job is a regular, full-time, exempt, hourly position. The typical work schedule for this job varies depending on staffing needs. Weekends are required. Moderate to loud noise environment.

### **Physical requirements**

20% Sitting, 70% Standing, 10% Lifting/Carrying/Pushing/Pulling no more than 10-30 lbs.

### **Additional requirements**

- Pre-employment and/or pre-duty checks, such as criminal background check, alcohol and drug test, and reference checks

### **Direct reports**

- Guest Experience Assistants

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**This position description is representative of the major position requirements and is not intended to be all inclusive.**

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