



**Position Title: Guest Services Manager**

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**Department:** Guest Services

**Job Status:**  Full-Time  Part-time

**FLSA Status:**  Exempt  Non-Exempt

**Reports to:** Education Director

**EEOC Job Classification:** First/Mid-level Managers

**Supervises:** Guest Services Attendants

**Work Schedule:** Varies

**Date / Revision:** 05/03/2024

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**POSITION SUMMARY**

Responsible for promoting the Museum’s mission by providing quality visitor experience to children and their caregivers through exhibits, hospitality, implement museum policies, and enhancing the visitor’s overall learning experience through customer service.

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**ADA: REASONABLE ACCOMMODATIONS STATEMENT**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be provided in order to enable qualified individuals with disabilities to be able to perform the essential functions.

**ESSENTIAL JOB FUNCTIONS FOR THE POSITION**

- Provide excellent customer service to daily visitors; manage customer complaints, incidents, and accidents.
- Support identification of and implement procedures to improve services offered with the aim of attracting more visitors and enhancing guest experiences.
- Promote and sell tickets, memberships and retail products when providing support to guest services front desk attendants.
- Open/Close Museum; open and close point of sale system. Monitor and reconcile daily receipts and registers.
- Manage Gift Shop including supporting reorganizing, stocking, pricing, inventory, and storage.
- Schedule and supervise front desk attendants; fill in guest services front desk as needed.
- Support interviewing prospective employees; train and evaluate front desk staff performance.
- Collaborate on strategic initiatives that increase community support and engagement for museum.
- Facilitate any emergency/injury situations occurring in the museum, including the completion of incident reports when necessary; assist in lost child/caregiver response.
- Engage with visitors about their expectations and responses to different versions of exhibits or programs; input visitor interview data into spreadsheets and other electronic documents.
- Support the community engagement team and other staff in completing their customer face-to-face customer duties.
- Assist supervisor in evaluating the effectiveness and educational value of gallery experiences and make recommendations for revision to the Director of Education.
- Assist with special events.
- Assist in additional tasks as assigned by supervisor or Executive Director.

### Experience Requirements

**Education** Associate degree or higher  
**Certifications/Licenses** Valid Driver's License  
**Experience** A minimum of 1 year of customer service and management experience. Previous cash transaction handling skills preferred. A minimum of 1 year experience (personal or professional) interacting with kids (birth to 12) preferred. Must enjoy working with children and with the public.  
**Additional Requirements** Must successfully pass a background check and drug screen; willingness to work flexible hours including evenings, weekends and holidays.

### Physical Demands (Insert code for each)

**N (Not Applicable)** Activity is not applicable to this position  
**O (Occasionally)** Position requires this activity up to 33% of the time (0-2.5 hours/day)  
**F (Frequently)** Position requires this activity from 33% – 66% of the time (2.5– 5.5+ hours/day)  
**C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hours/day)

Physical Demands		Lift / Carry and Push / Pull	
Stand	C	Lift/Carry 10 lbs or Less	O
Walk	C	Lift/Carry 11 – 20 lbs	O
Sit	O	Lift/Carry 21 – 50 lbs	O
Manually Manipulate / Grasp	F	Lift/Carry 51 – 100 lbs	N
Reach Above Shoulder	O	Lift/Carry Over 100 lbs	N
Climb Stairs	O	Push / Pull 12 lbs or less	O
Crouch / Crawl	O	Push / Pull 13-25 lbs	O
Squat or Kneel	O	Push / Pull 26 – 40 lbs	N
Bend	O	Push / Pull 41 – 100 lbs	N
Other Physical Requirements		Work Environment	
Visual Acuity (see fine details)	C	Exposure to loud noises	F
Ability to Hear	C	Exposure to general public	C
Ability to Read / Write	C	Exposure to slick walking surfaces	F
Ability to Speak	C	Exposure to office equipment	F
Ability to Discriminate Color	O	Exposure to chemicals	N
Ability to use hand tools	O	Exposure to power tools/equipment	N

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.