



PART TIME POSITIONS AVAILABLE

POSITION TITLE: Guest Services Specialist

CLASSIFICATION: Part Time Non-Exempt

DUTIES: See Position Description

QUALIFICATIONS:

Education

High School Graduate

College Degree Preferred

Experience

Minimum of one year of related experience working in a public service environment operating a computerized cash register or ticketing software. Sales experience preferred.

Skills

- ✓ Friendly, outgoing with great customer service skills a must.
- ✓ Ability to work in a fast paced and high pressure environment.
- ✓ Must be well organized and detail oriented
- ✓ Able to handle multiple tasks simultaneously with excellent problem solving skills
- ✓ Excellent verbal and written communication skills.
- ✓ Must be self-starter who can work independently.
- ✓ Willing to go the extra step to ensure sales objectives are achieved and that each guest enjoys a successful experience
- ✓ Sales techniques including suggestive selling are a plus
- ✓ Works well in a team environment
- ✓ Proficiency with computers

Availability/Hours

- ❖ Must be available to work 10-15 hours/week with a very flexible schedule including weekdays, weekends, daytime into evening based on the events scheduled.

1/18/18

START: Immediately

APPLICATION: Email cover letter and resume to:
siegmond@midlandcenter.org
Tina Siegmund
HR, Payroll & Benefits Manager

DEADLINE: Open until filled



Position Description

Position Title: Guest Services Specialist

Group/Department: Guest Services

Supervisor: Ticket Office Manager

Classification: Part Time Non-exempt (Hourly)

Job Level: Level 1

Job Summary: Under the supervision of the Ticket Office Manager, or the Ticket Office Assistant Manager in the absence of the Manager, the incumbent is responsible for generating revenue and providing necessary support for all aspects of the Information Center and Ticket Office operations as scheduled, while creating a positive guest experience that exceeds expectations utilizing the service standards of safety, courtesy, guest experience and efficiency. Guests include visitors, volunteers, staff and vendors.

Principal Duties and Responsibilities:

A. Information Desk & Retail Sales Shifts include:

1. Greets guests entering the building, defines each guest's needs and provides appropriate assistance.
2. Answers telephone, determines the nature of the caller's business and assists them accordingly.
3. Prepares the Museum Store for sales at beginning of day.
4. Demonstrates competency in using the POS (Point of Sale) register.
5. Assist visitors in the store which includes greeting and making eye contact with each guest, uses suggestive selling techniques, rings up cash, check, and credit card transactions and thanks the guest.
6. Responsible for meeting Museum Store sales goals as established by Manager.
7. Knowledgeable of retail security awareness. Interacts with guests while they are shopping by standing and making eye contact. After large groups of shoppers and school tours, re-shops the store to check merchandise and put store back in order.
8. Sell tickets to events and the museum using Tessitura as needed.
9. Maintains a high commitment to provide current and accurate information regarding all Center events, scheduled hours and resource persons.

10. Knowledge of all safety and emergency procedures and acts in accordance with the specified procedures when conditions warrant.
11. Issues sign-out keys in accordance with Center procedures and maintains appropriate records.
12. Routes deliveries and messages.
13. Provides assistance with projects from member groups and Center department staff.
14. Participate in a flexible workforce to staff Front Desk and Ticket Office.
15. Attends training sessions as scheduled
16. Perform other duties as assigned by the Manager.

B. Ticket Office Shift responsibilities include:

1. Handles telephone, email and in-person inquiries regarding all events that take place at the Center.
2. Responsible for selling tickets and admissions; processing memberships and class registrations; and maintaining the MCFTA database using Tessitura.
3. Responsible for collecting contributions and processing other miscellaneous payments.
4. Demonstrate excellent customer service at all times to ensure positive patron experiences.
5. Demonstrate thorough knowledge of Center products and performances, scheduled hours and resource persons.
6. Responsible for meeting sales goals as established by Manager.
7. Increase sales through suggestive selling and add-on sales.
8. Assist customers with internet ticket purchases
9. Use discretion and good judgment in solving problems quickly and to the satisfaction of the customer.
10. Assists in processing daily, weekly and monthly reports as needed.
11. Accepts additional projects when requested.
12. Effectively communicates through all means available.
13. Maintains all work areas in a clean and orderly condition.
14. Contributes to the marketing & development efforts by assisting with reports and other information when requested

Our culture at MCFTA is that every day and in every way we commit to:

- Delivering WOW Service
- Performing our Personal Best
- Creating Open and Honest Relationships
- Embracing Change Through Creativity
- Creating a Positive Team Environment
- Escaping the Ordinary

To meet these goals, we expect Guest Services Team Members to:

- Commit to achieving the highest quality customer service possible.
- Maintain ongoing, timely and positive communication and information sharing with all team members.
- Ensure that all guests have an enjoyable and rewarding experience.
- Contribute new ideas, and solutions to challenges in team meetings.
- Engage in ongoing self-review and process improvement.