



AMERICA'S CAR MUSEUM

GUEST SERVICES REPRESENTATIVE POSITION DESCRIPTION

EFFECTIVE DATE:	<u>1/14/25</u>	DEPARTMENT:	<u>Guest Services</u>
FLSA CLASS:	<u>Non-Exempt</u>	DRIVING CLASS:	<u>Not Required</u>
FTE STATUS:	<u>Part-Time Positions</u>	BENEFITS:	<u>N/A</u>
REPORTS TO:	<u>Guest Services Manager</u>		
SUPERVISES:	<u>N/A</u>		

GENERAL SUMMARY:

The Guest Services Representative (GSR) serves as one of the first points of contact for guests of the Museum and is a part-time position (20 - 30 hours/week). The GSR greets and assists guests with the goal of facilitating the ultimate auto museum visitor experience. This position works primarily in Ticketing, the Speed Zone, the Photo Booth, **and parking for Tacoma Dome events**. Responsibilities include, but are not limited to: Greeting and serving guests with a smile; Conducting ticketing sales for general admissions, attractions, and special events; Selling Memberships and renewals; Checking in Groups; Handling cash and reconciliation; 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; and, Ensuring the general safety of guests within the Ticketing, Photo Booth, and Speed Zone areas. In addition to Guest Services responsibilities, this position also cross-trains in our Retail Store and will assist in sales operations for the store as needed.

The GSR, under the supervision of the Guest Services Manager and Guest Services Lead, often works closely with other ACM departments, including Retail, 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. Provide ACM guests with the best possible Museum experience by providing assistance, focused on excellence in customer service.
2. Assist in the promotion of revenue-generating attractions and events so as to heighten the guest experience, encourage repeat visits, and increase membership sales.

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3. 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.
4. Increase sales through up-selling memberships and attractions with admissions to the Museum.

MAJOR RESPONSIBILITIES:

1. Greet and serve guests with a smile and providing general information and museum orientation material to enhance the guest experience.
2. Handle sales for general admissions, attractions, special events, group check-ins, and membership sales and renewals.
3. Troubleshoot and resolve guest concerns and/or issues.
4. Handle cash and reconciliation.
5. Ensure the general safety of guests within the Ticketing, Photo Booth, Speed Zone, and outside parking areas.
6. Oversee, train, and show appreciation to volunteers assisting within the Guest Services Department.
7. **Assist with outside parking.**
8. Assist in the Retail Store when needed with sales of merchandise and answering guests questions.

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 always function as part of a team environment positively and professionally.
4. Proficient computer skills in MS Office or experience operating point of sales computer equipment.
5. 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;
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. A positive and professional attitude at all times.
8. The ability to work varied shifts as needed.

PREFERRED QUALIFICATIONS INCLUDE:

1. Experience with point of sales (POS) equipment.
2. Customer service experience.

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3. Cash handling and reconciliation experience.
4. 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, or scraped.
7. Minimal contact with oil and petroleum products.
8. Minimal exposure to dust, gases, and fumes.

RESPONSIBILITIES:

TICKETING COUNTER

1. Greet guests with a smile and engage guests in an enthusiastic and helpful manner.
2. Operate a POS register to conduct sales for general admissions, attractions, special events, group check-ins, and membership sales and renewals.
3. Account for till funds at the beginning and end of shift and maintain responsibility for cash, tickets, wristbands, and other sensitive items during scheduled shifts.
4. Maintain a proficient knowledge of products, admissions, events, discounts, and bundled offers.
5. Answer the telephone and fields calls to appropriate staff members.
6. Assist with the promotion and registration of public programs at point of sale, as appropriate.
7. Engage guests with salesmanship to upsell museum memberships, renewals, attractions, value packs, and other products, as appropriate.

SPEED ZONE & SLOT CARS:

1. Greet guests with a smile and engage guests in an enthusiastic and helpful manner.
2. Operate a POS register to conduct sales for Speed Zone attractions.
3. Instruct guests in the operation of simulators and slot cars, including monitoring their rides, all towards creating the ultimate guest experience and repeat sales.
4. Engage guests with salesmanship in explaining the *CXC Simulator* and slot car experiences, with the intent of increasing ticket revenues.
5. Account for funds at the beginning and end of shift and maintain responsibility for cash, tickets, and other sensitive items during scheduled shifts.
6. Maintain proficient knowledge of the CXC Simulators and Slot Cars, including safety protocol, booting, and rebooting procedures, and general trouble shooting processes needed to maintain basic daily simulator operations.
7. Oversee and show appreciation for volunteers assisting in the Speed Zone.

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PHOTO BOOTH:

1. Greet guests with a smile and inform guests of the complimentary photo available in a museum car.
2. Instruct guests about Photo Booth safety (entering and exiting the car) and takes into consideration the car preservation demands.
3. Assist guests in staging for the picture, obtaining prints, and emailing of the digital file.
4. Maintain proficient knowledge of the Photo Booth operation, including how to change out paper and toner, as needed.
5. Oversee and shows appreciation for volunteers assisting in the Photo Booth attraction.

PARKING:

1. Serve as the initial welcome and informational contact for parking events.
2. Set up parking locations with ropes, stanchions, and signage, under the direction of Guest Services Coordinator.
3. Guide traffic and pedestrians safely in a potentially dangerous environment of moving vehicles.
4. Handle parking revenues, as directed.
5. Assist in resolving guest parking complaints and problems.
6. Make “best decisions” when the Manager is out of communication.
7. Assist with safe, post-event vehicle departure.

RETAIL:

1. Provide optimal guest service.
2. Accurately handle cash and ensure completion and accuracy of all register transactions.
3. Assist the Retail Manager and Retail Lead in opening and closing operations.
4. Follow Loss Prevention procedures and requirements.

OTHER:

1. Maintain a flexible schedule, able to work weekends and late nights as needed.
2. Use MS Outlook for scheduling and e-mail communications.
3. Fill in for Office Coordinator at the Administration desk during lunches or as needed.
4. Attends meetings as needed or requested.
5. Informs guests of museum policies and assists with enforcement.
6. Assists with evacuation procedures in the situation of an emergency condition.
7. Completes other duties as assigned.

Printed Name

Signature

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