

POSITION DESCRIPTION:
Director of Guest Services

POSITION TITLE: Director of Guest Services
ORGANIZATION NAME: United States Olympic & Paralympic Museum (USOPM)
REPORTS TO: Chief Operating Officer
FLSA STATUS: Exempt
LAST UPDATE: July 22, 2019

SUMMARY:

The Director of Guest Services is responsible for the day-to-day functionality of the Guest Services Department. The Director provides support and guidance to each member of the staff to ensure they provide a high level of customer service and satisfaction to visitors and assure that services provided meet and exceed Museum goals and expectations. This employee oversees the Admissions Desk to the U.S. Olympic & Paralympic Museum, handles complaints, addresses questions, and maintains accurate records of financials in admissions box. The Director of Guest Services also oversees the activities of the Special Events Manager.

ESSENTIAL FUNCTIONS:

- Develops and implements the visitor operations, including departmental systems, procedures, and practices to ensure a premier experience for all visitors to the USOPM
- Provides system administration of the museum ticketing system, as well as training for visitor services staff and new hires
- Oversees daily activities of admission clerks and guides. Schedules staff on a daily and seasonal basis, prepares regular informational memos to inform guide staff of upcoming events, trainings, etc. Anticipates and conducts necessary meetings to ensure communication and smooth operation. Coordinates staff substitutions and vacation leaves
- Creates and distributes monthly reports on visitor attendance
- Collaborates with the Marketing and Communications department to implement and ensure effective front-line sales efforts
- Coordinates with Group Sales team to ensure positive group visitation experiences.
- Oversee staff presentation, uniforms, customer service training, and adherence to USOPM standards
- Address visitor concerns, comments, and complaints that cannot be settled by Guest Service staff
- Communicates regularly with other departments to ensure operational awareness of all Guest Services functions

POSITION REQUIREMENTS:

- Bachelor's Degree preferred.
- 7-10 years of progressively responsible experience in guest services in a cultural institution.
- Strong interpersonal skills.
- Enthusiastic, outgoing, and friendly attitude.
- Excellent organizational and time management ability.
- Very strong communication skills (written and verbal) and customer service skills.
- Basic computer skills including MS Office suite products.

DESIRED QUALIFICATIONS:

- Skilled and effective leader with proven effectiveness in directing guest services staff.
- Must enjoy working with the public and demonstrate friendliness
- Professionalism, enthusiasm, and a customer-centric approach

PHYSICAL/MENTAL/ENVIRONMENTAL REQUIREMENTS:

- Remains stationary approximately 4-5 hours a day; moves around for short periods of time throughout each day/week.
- Stoops, bends, reaches and lifts occasionally throughout the day.
- Ability to operate standard office equipment.
- Must be able to occasionally move up to 35 lbs.
- Works under a moderate degree of stress.

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the job. It is not intended to represent the entirety of the job nor is it intended to be all-inclusive. Therefore, the position may be required or requested to perform other duties not specifically listed herein.

Management reserves the right to modify, defer or rescind this position description at any time, with or without prior notice.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have received, read and understand this description of the major duties and responsibilities of my position. I also understand that the position description is not intended to be all-inclusive, and that I may be called upon to perform other duties during the course of my employment.

Employee Signature

Date

Original – Employee file

Copy - Employee