

JOB DESCRIPTION

Current/Suggested Title: Guest Services Manager

Date: 09/2010

Department: Operations
(name)

Reports to: Director of Operations
(title)

NATURE OF THE JOB

- **Basic Purpose & Objective of the Position:** *Provide a general summary of work performed, including major overall end results and the key means by which the end results are achieved. Give an idea of the general nature, purpose, and levels of skill and responsibility found in the position.*

This position manages the daily operation of the Visitor Services Department and Staff Members; responsible for the image that Discovery Science Center presents Guests.

- **Principal Accountabilities:** *Summarize the main duties and responsibilities of this job. Indicate essential job functions with an asterisk (*). Assign the percentage of time spent on the duty or task relative to total work time (5% minimum per duty). Percentages should total no more than 100%.*

% of

Total: Duties & Responsibilities:

- | | |
|----|---|
| 20 | • Develop, train and manage Staff Members to interact positively with Guests and enhance the Guest experience |
| 20 | • Motivate Staff Members to create a pleasant, energized and professional work environment |
| 10 | • Provide timely performance feedback to Staff Members on a daily basis |
| 10 | • Assist in the development of Demonstrators, scripts and activities which will enhance the Guest experience and carry out DSC's mission of bringing hands-on science to the public |
| 10 | • Ensure Staff Members are following appearance, attendance and conduct guidelines |
| 5 | • Assist with daily inspections of exhibits to ensure all exhibits are functioning properly and available to Guests |
| 5 | • Direct Staff Members to follow all safety and emergency guidelines |
| 5 | • Work with IT, Group Bookings and Education departments to implement field trip programs |
| 5 | • Oversee parking operation |
| 5 | • Communicate effectively with Staff Members, Volunteers, Shift Leads, Managers and other DSC personnel and general public |
| 5 | • Such other duties as may be assigned |

≤100%

- **Knowledge & Skills:** *Describe the minimum proficiencies, technical skills, training, education and/or experience required to perform this job competently.*

Education Level: **Bachelors Degree**
(Preferred)

AND

Years of Experience: 2

Field of Study/Area of Experience:

Management – led teams of over 50 employees

Other Training/Technical Skills/Knowledge:

- Knowledge of the family entertainment industry and/or museum industry is preferred
- Experience leading a group of people with different skills, along with growing and motivating them to achieve their tasks while maintaining high morale is required

- **Abilities & Behaviors:** *Define the natural talents, behaviors, or developed proficiencies and skills necessary for the position.*

- Ability to multitask and contribute to a fast pace, dynamic environment
- Strong Guest/customer focus
- Strong interpersonal skills and comfortable working with people of all ages and demographic ranges
- Ability to be flexible and adaptable to change

- Strong mentoring and training skills with proficiency in providing clear directions and expectations of Staff

SCOPE OF THE JOB

- **Discretion/Latitude:** *Describe the level of supervision received, the decision making scope, and the level of authority, direction, and judgment exercised on own work.*

Moderate degree of latitude and discretion; must be able to work with little supervision

- **Supervisory Scope:** *If appropriate, describe the position's responsibility for finances and for the work of others.*

Reporting Relationships:

Direct Reports:

Hourly 50 # Salaried

Indirect Reports:

Hourly # Salaried

Individual Contributor w/ Indirect Reports:

Hourly # Salaried

Financial Responsibility:

Department Budget:

Revenue Generated:

Project Budget:

Cost Base:

- **Interactions:** *Describe the level of internal/external contact and the frequency of these contacts.*

Daily interaction with Guests and Visitor Service Staff Members

Frequent interaction with DSC management and executive teams; daily interaction with peers across all departments

- ***Business/Work Environment:** *Describe the status and social environment of the department, division, or company as related to this position. *Note: This is not a required field.*

Dynamic, changing environment

- ***Challenges:** *Describe the long-term opportunities and challenges associated with this position. *Note: This is not a required field.*

Provide each DSC Guest and Visitor Service Staff Member with a first class, positive experience on a daily basis

- **Physical Demands & Environmental/Working Conditions:** *Describe any physical demands of the position and any adverse, hazardous, or unpleasant conditions of the work environment. Include the level/intensity, frequency, and duration of exposure to these demands/conditions.*

Work throughout all locations of DSC – exhibit floors, back of house, parking lot, outside locations & office areas; no physical, hazardous, or unpleasant conditions

- **Other:** *List any other special working conditions that should be considered in establishing this position.*

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.