

OPERATIONS DEPARTMENT

Guest Services

Job Description

Availability

Part-time; up to 24-32 hours weekly, Saturday availability

Position Description

As a Guest Services Associate you will be responsible for providing an exceptional, unique and memorable experience that will exceed Guest's expectations.

Position Responsibilities

- Reports directly to the Senior MOD or Assistant MOD.
- Provides exceptional customer service at all times, greets visitors with a smile, answers the telephone in a professional manner and directs the caller to the appropriate individual or department.
- Responsible for various duties associated with, but not limited to, the Gift Shop, Box Office and Café.
- Manages Birthday Party Check-In Table.
- Proficient use of Altru POS software.
- Ability to multi-task and prioritize tasks.
- Ability to manage check in for groups to families seamlessly.
- Have money management abilities.
- Communicates any guest needs to the appropriate departments.
- Is familiar with and promotes Exploreum programs, events and memberships, etc.
- Works special events, programs, camp-ins, and other Exploreum functions.
- Attends mandatory staff meetings.
- Enforces Exploreum safety policies at all times.
- Must maintain areas in a clean and organized manner.

Qualifications

- Possess excellent communication and public speaking skills
- Must be enthusiastic, energetic and motivated, and able to work as a part of a team
- Willingness and dedication to learn new things
- Desire to take initiative and perform with little supervision
- Flexible, adaptable and able to learn quickly
- Experience with hospitality and retail customer service.
- Possess excellent customer service and interpersonal skills