



Title/Position: Guest Services Manager

Reports to: Director of Operations

General Responsibilities: The Guest Services Manager works to provide excellent customer service to guests and members, provides assistance to staff in essential functions around the museum, and supervises part-time guest services staff.

Duties will include but are not limited to:

- Going out of your way to provide excellent customer service to museum visitors and members
- Maintain and monitor all museum floor spaces to ensure safe play and a positive customer experience
- Assist front desk staff with point of sale duties and provide backup point-of-sale assistance on mobile technology
- Provide information on membership to guests and assist in processing new/renewing memberships
- Supervising Guest Services staff, including: assigning Guest Services staff zone duties; managing break and lunch schedules; encouraging Guest Services staff to engage and interact with children and their adults in a playful and friendly manner
- Work in tandem with guest services staff to complete daytime sanitizing and other cleaning procedures
- Ensure a positive experience for birthday party guests, monitor birthday party check-in/check-out, and supervise Birthday Room setup/cleanup duties and other procedures
- Provide training for guest services staff on museum floor and point of sale duties and procedures
- Provide training and orientation for museum volunteers
- Ensure exhibits are functioning properly and communicate exhibit/facility maintenance needs to Director of Operations
- Assist staff in implementing seasonal decorations and exhibit changes/improvements
- Ensure exhibit supplies are stocked and submit order lists to Director of Operations
- Provide assistance in booking and scheduling birthday parties/field trips as needed
- Execute opening and closing procedures in coordination with other museum staff
- Attend once-a-month all-staff meeting (typically first Monday of each month)
- Other duties as needed and assigned.

Required Skills:

1. Bachelor's Degree or minimum of two years' work experience in similar field
2. Commitment to excellence in customer service and teamwork
3. Experience engaging and interacting with young learners and their adults
4. High comfort level working with children in a fast-paced, high-traffic, public environment
5. Views children as capable and competent and recognizes that children learn naturally through play
6. Ability to genuinely communicate with diverse guests of all backgrounds and abilities
7. Ability to respond to guest needs and urgent/emergency situations in a calm, comforting manner
8. Ability to independently manage and prioritize several tasks efficiently and with ease
9. Reliable, flexible, and able to work cooperatively with other staff members as a positive team player
10. A strong commitment to the mission, vision, and values of WCM

Essential Physical Functions: On any given day, may be frequently required to do one or more of the following: climbing, stooping, kneeling, crouching, crawling, reaching, lifting up to 25 pounds and moving short distances