

Guest Services Supervisor, Part-Time

Job Summary:

Actively support the Museum's core ideology and focus on the guest experience by ensuring guests receive the highest level of guest service. This individual will support the Guest Services Managers in hiring, training, supervising and evaluating all guest services team members. Provide quality, timely and accurate support of all guest services operations including Admissions, Parking, Call Center, Group Sales and Exhibit Galleries. Set the tone for a positive experience for our guests and team members.

Reports to: Guest Services Managers

Basic Function and Responsibilities (including but not limited to):

- Support Guest Services Management Team in supervision and leadership of all Fort Worth Museum of Science and History Guest Services team members
- Must be able to perform all Admission Office responsibilities and cash transactions such as deposits, reports, balancing of safe and any other areas assigned in Admission Office
- Keep track of ticketing inventory and admission passes, as well as create admission pass rotations
- Be informed and able to communicate to staff of all types of coupons and vouchers
- Must be able to perform all functions of Cashier, Call Center Associate, Parking Host, Group Sales Associate and Guest Experience Host
- Perform all Guest Experience positions as needed
- Serve as an example and provide a superior level of guest service by being a positive role model in punctuality, appearance, attitude, and performance
- Enforce Museum standards and policies and assure guest and staff safety and security
- Know, adhere to and instill the Museum's Show Quality Standards
- Knowledgeable and proficient in Tessitura ticketing system, Microsoft Office (Word, Excel, Outlook)
- Proficient in communicating ideas and new material to large team
- Open availability including nights, holidays and weekends
- Perform other duties assigned

Qualifications:

- Must be 18 years of age and older
- 2-5 years related experience in guest service and guest experience operations
- Ability to multi-task and be detail oriented
- Ability to lift at least 35 pounds
- Excellent communication and organizational skills
- Proficiency of MS Office (Word, Excel, PowerPoint, Outlook)
- Ability to interact effectively with a diverse staff and visitor base

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