

## **GUEST SERVICES, GROUP SERVICES ASSOCIATE- FULL TIME HOURLY**

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

Support the museum's core ideology and focus on the guest experience by providing the highest level of guest service. This team member will provide exceptional, timely and accurate support of all guest services operations including Group Services operations, Ticket Office, Omni Theater, and Exhibit Galleries, including providing direct support to the Guest Services leadership team. This team member's primary duty includes fielding group sales, field trip requests, creating group sales and field trip reservations, coordination of field trip visits and group check-in.

- Work in the Museum's Group Services office.
- Assist groups with booking their visit to the Museum. This includes providing field trip, group and birthday party information. Requires knowledge of Omni show schedules, venue description, group pricing, parking information, group lunch options, and information related to arrival and departures and any other general questions related to group visits.
- Possess full knowledge of Tessitura ticketing software and be able to process sales using cash, credit card, check, external voucher and invoice. This team member will also have knowledge of ticket returns, exchanges, coupon usage, group check in, will call and any other ticketing and payment procedures.
- Be responsible for ensuring that Group Services cash drawers are reconciled at the end of each shift. This includes accurate reconciliation of coupons, discounts, admission, cash, checks and credit card receipts.
- Help guests maximize their visit by explaining exhibits and selling tickets to exhibits, Omni and Planetarium when possible.
- Possess knowledge of the museum's membership packages and benefits. They will be able to sell and process all memberships through Tessitura. The Group Services Associate will be aware of membership opportunities when they arise and will present the benefits to all guests.
- Possess knowledge of all Museum galleries, programs, attractions, Omni films, Planetarium shows and Museum amenities.
- Proactively communicate with guests who need any assistance, including guests who are in need of information, who are lost, ill, or injured.
- Responsible for upholding SQS standards in the ticket office and all other public and private Museum spaces. This would include light custodial work as the need arises.
- Coordinate and schedule birthday parties
- Required to have knowledge of Microsoft Office, specifically Excel.
- Provide instructions for and delegate tasks to Group Ushers.

## **Qualifications:**

- Must be 18 years of age and older
- Must treat guests and staff in a friendly, professional and inviting manner
- Must have experience with Tessitura ticketing system
- Must have experience in a call center or reservations environment
- Be able to exercise active listening skills and positive body language through smiling, sustaining eye contact and keeping good posture
- Be able to adapt to and remain professional during rapidly changing situations.
- Ability to work a flexible schedule including weekends and holidays
- Multitasking quickly and efficiently
- Be able to lift a minimum of 25 pounds

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