



Guest Services Manager

Department: 1157

FLSA Status: Exempt

Amount of Travel Required: None

Schedule: Various hours. Evenings and weekends required.

Job Status: Full Time

Reports To: Director of Theaters & Guest Services

Job Type: Regular

Positions Supervised: Assistant Guest Services Manager, Guest Services Representative – Group Reservations, and Guest Services Representatives.

POSITION SUMMARY

This position leads the Guest Services team in providing excellent customer service to all Clay Center patrons. In addition, this person is responsible for staff training, cash management, ticket and membership sales, and maintaining the ticketing system. An ideal candidate will enhance the visitor experience while adhering to established Clay Center standards. Reports to Director of Theaters & Guest Services.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

1. Lead the guest services team in providing excellent customer service according to Clay Center policies.
2. Recruit, and hire qualified customer service oriented staff.
3. Develop and oversee training of personnel and conduct additional trainings as necessary.
4. Oversee scheduling of staff and evaluate staff daily performance.
5. Manage the cash in the box office – counting drawers, taking deposits to the bank, etc.
6. Manage the scheduling of school field trips and birthdays in conjunction with the Education Team.
7. Communicate customer service issues to other departments whenever necessary.

SKILLS & ABILITIES

Education: Bachelor's Degree (4-year college or technical school) preferred.

Experience: Three or more years of customer service experience.

Computer Skills: Knowledge of SRO4 (SeatGeek) or other ticketing software preferred; program proficiency with MS Excel & Word.

Necessary Requirements: Excellent judgment and discretion; experience handling/reconciling cash; strong interpersonal skills; excellent communication skills; ability to work under pressure; highly organized and detail oriented; excellent customer service skills.

POSITION QUALIFICATIONS

Competency Statement(s)

Accountability - Ability to accept responsibility and account for his/her actions.

Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.

Customer Oriented - Ability to take care of the customers' needs while following company procedures.

Empathetic - Ability to appreciate and be sensitive to the feelings of others.

Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.

Friendly - Ability to exhibit a cheerful demeanor toward others.

Goal Oriented - Ability to focus on a goal and obtain a pre-determined result.

Interpersonal - Ability to get along well with a variety of personalities and individuals.

Judgment - The ability to formulate a sound decision using the available information.

Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability.

Organized - Possessing the trait of being organized or following a systematic method of performing a task.

Patience - Ability to act calmly under stress and strain, and of not being hasty or impetuous.

Sales Ability - Ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.

O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

		Lift/Carry	
Stand	O	10 lbs or less	O
Walk	O	11-20 lbs	O
Sit	F	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	N
Grasp	O	Over 100 lbs	N
Reach Outward	O		
Reach Above Shoulder	O		
Speak	F	Push/Pull	
Climb	O	12 lbs or less	O
Crawl	O	13-25 lbs	O
Squat or Kneel	O	26-40 lbs	O
Bend	O	41-100 lbs	N

WORK ENVIRONMENT

Indoors-Climate Controlled

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Employee Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.