

Guest Services Supervisor



INCUMBENT: Vacant
REPORTS TO: Guest Services Manager
LOCATION: Bowling Green, KY
STATUS: Full-time, Non-exempt
DATE: Open Until Filled

DESCRIPTION

The Guest Services Supervisor supervises day to day aspects of the National Corvette Museum (NCM) Admissions/Ticketing team. This position performs supervisory duties of departmental staff and is responsible for promoting the NCM as a leading visitation venue for tourists and car enthusiasts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provided day to day supervisory duties of admissions and tours staff to ensure excellent customer service and cross promotion is taking place.
- Prepare and issue weekly work schedules and duty assignments to the admissions and tour staff.
- Work alongside the admissions staff, operating the admissions counter and providing superior customer service to guests both in person and over the phone.
- Provide general information about the museum and its exhibits, the Stingray Grill, the Corvette Store, facility rentals, and upcoming events.
- Actively promote and cross sell museum offerings including admission tickets, simulator experiences, corvette raffle tickets, memberships, etc.
- As needed, conduct museum guided tours ensuring a hospitable environment and rewarding learning experience.
- Operate and perform open and closing procedures on a cash register.
- Respond to customer inquiries regarding admission tickets and tours via phone, email, and face-to-face.
- Resolve escalated customer complaints and questions in a professional and courteous manner.
- Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent required.
- Minimum of 3 years' experience in customer service or related field preferred.
- Knowledge of the GM Bowling Green Assembly Plant and National Corvette Museum preferred.

QUALIFICATIONS

- Must be able to provide prompt and courteous customer service via email, phone, and face-to-face.
- Ability to operate a cash register efficiently and accurately.
- Ability to read and perform basic math skills.
- Must have strong decision-making and problem-solving skills.
- Ability to speak comfortably and positively to the public in both a one on one setting and in a group setting.
- Capability to learn new material and information about the Museum and willingness to invest time to stay informed on Museum exhibits and events.
- Ability to stay organized and multi-task in a professional and efficient manner.
- Ability to accurately and fairly plan and schedule ahead.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.
- Valid state driver's license required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to stand and/or walk for extended periods of time.
- Must have sufficient mobility to move around the Museum.
- Ability to lift and carry up to 10 lbs.