

# Hospitality Services Specialist



**INCUMBENT:** VACANT  
**REPORTS TO:** Senior Tourism Manager  
**LOCATION:** Bowling Green, KY  
**STATUS:** Full-time, Hourly  
**DATE:** TBD

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## DESCRIPTION

The Hospitality Services Specialist is responsible for providing administrative support to the National Corvette Museum's Group Sales Department. This position serves as a strategic team member in servicing group sales needs prior to arrival. This entails staying up to date on all group special requirements including food, allergies, accessibility needs, attendance changes and general group services after the sale. The individual must operate with a high level of professionalism, customer service and articulate with the clients all while working in a timely manner to coordinate multiple groups needs each day.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist with everyday coordination for group travel business upon arrival.
- Assist the Sales Team in creating and developing leisure group travel programming.
- Conduct guided tours of the Museum while providing customers with a hospitable environment and valuable learning experience when needed with group sales.
- Collaborate with sales team on new trends and ways to increase leisure sales.
- Stay informed and up to date on changes regarding Corvette knowledge, GM Bowling Green Assembly Plant, and the National Corvette Museum (NCM) offerings, exhibits, and events.
- Actively promote and cross sell Museum offerings.
- Provide a positive and friendly experience to program participants from beginning to end.
- Assist with helping Guest Services
- Responsibilities are not all inclusive, additional duties may be assigned.

## EDUCATION/EXPERIENCE

- High School Diploma or equivalent required.
- 3 years' experience in customer service/hospitality industry.

## QUALIFICATIONS

- Must possess strong interpersonal and communication skills to effectively communicate with individuals from diverse backgrounds.
- Capability to learn new material and information and willingness to invest time to stay informed about the Bowling Green Assembly Plant, Museum, it's exhibits and events.
- Ability to manage a flexible work schedule.
- Must be able to work independently and under pressure in a fast-paced environment.
- Ability to speak comfortably and positively to the public in both a one-on-one setting and in a group setting.
- High level of commitment to team and company values.
- Valid state driver's license required.

## ESSENTIAL PHYSICAL REQUIREMENTS

- Must have sufficient mobility to move around the Museum, GM Bowling Green Assembly Plant, and community.
- Ability to stand and/or walk for extended periods of time.
- Ability to lift and carry up to 10 lbs.