

Assembly Plant Tours Lead



INCUMBENT: Vacant
REPORTS TO: Assembly Plant Tours Supervisor
LOCATION: Bowling Green, KY
STATUS: Full-Time, Hourly
DATE: Open Until Filled

DESCRIPTION

The Assembly Plant Tours Lead will ensure every visitor has a safe and educational experience at the General Motors (GM) Bowling Green Assembly Plant while conducting public guided tours that showcase the making of the new generation Corvette. This position also serves as a backup for the Assembly Plant Tours Supervisor as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conduct guided tours of the GM Bowling Green Assembly Plant while providing customers with a hospitable environment and valuable learning experience.
- Remain in compliance with the GM Bowling Green Assembly Plant rules and regulations to avoid disrupting current plant operations, maintain organized touring groups, and ensure the safety of all touring participants.
- Stay informed and up to date on changes regarding Corvette knowledge, GM Bowling Green Assembly Plant processes, 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.
- Greet and coordinate arriving tour visitors.
- Relay safety and tour information to tour groups.
- Answer phone calls to assist with ticket sales and ticket rescheduling.
- Assist with opening and closing procedures.
- Serve as a “go-to” for other tour associates and lead by example in all situations.
- Fill in for Assembly Plant Tours Lead as needed.
- Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent required.
- Existing knowledge of the Corvette, GM Bowling Green Assembly Plant, and/or National Corvette Museum preferred.

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, its 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.