

Rochester Museum & Science Center

JOB DESCRIPTION

Job Title: Guest Services Supervisor
Department: Guest Services
Direct Supervisor: Senior Director, Marketing and Visitor Relations
FLSA Status: Non-Exempt
Full-time/Part-time: Full Time
Salary: \$40,000/yr
Date Prepared/Revised: 6.04.2024

I. SUMMARY

The Guest Services Supervisor is responsible for leading the Welcome Center, ensuring a welcoming, positive, and informative experience for RMSC guests, and oversees all daily retail operations in the Gift Shop and café. Partners with RMSC Education, exhibits, facilities and planetarium teams to ensure smooth operations and shared understanding of daily programs and offerings.

This position oversees the RMSC Guest Services Associates/Lead and Guest Services Coordinators and is responsible for scheduling, and booking field trips and programs, customer service training, staffing, and operations, ensuring visitors have an enjoyable, safe, and informative experience at the RMSC.

This position is responsible for daily operations of the welcome center, box office Gift Shop, and cafe; aligning visual standards, selection, and inventory with the RMSC's brand, program offerings, and specialty exhibits. The individual in this position is responsible for the daily food and beverage ordering, the stocking and ordering of inventory and office supplies, and the management of ancillary revenue-driving services such as vending machines, lockers, penny presses, and photo booth.

The work schedule is typically Tuesday - Saturday. The work schedule may sometimes include evenings, holidays, and extended hours to support the guest experience.

II. RMSC CORE VALUES

- Supports the RMSC Core Values of Community, Innovation, Excellence, Lifelong Learning and Integrity

III. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Guest Services
 - Supervise all Guest Service Associates/Lead and Guest Service Coordinators ensuring all staff meet key performance indicators related to customer service and membership sales goals.
 - Serve as the frontline ambassador for the RMSC in alignment with the organizational core values and brand behaviors.
 - Oversee the Guest Services Lead on the operations of the Gift Shop
 - Responsible for training and scheduling Guest Service Associates and ensuring the Welcome Desks and call center operate at optimal efficiency in order to provide a world-class experience for RMSC guests.

- Responsible for training the Guest Services Coordinators to use the Altru system, take telephone calls, sell admissions, book group visits, assist with scheduling events and meetings; fee-based programs and school-based educational programs; and prepare and edit correspondence.
 - Responsible for all change orders and keeping cash boxes organized with proper cash amounts, as well as all revenue machines (Penny Press, Lockers, Simulator, Photobooth, etc.)
 - Responsible for input of budget and knowledge of financial statements relating to profit and loss.
 - Oversees the team to promote and sell admission and show tickets, field trips, memberships, group visits, merchandise, food and beverage, and program registrations.
 - Management of all Welcome Desk financial transactions including discounts and multiple payment methods, balancing receipts at the end of each shift, and following financial policies and procedures.
 - Partner with safety staff to ensure all protocols are followed so guests may safely enjoy their visit.
 - Ensure Guest Services Associates accurately enter complete guest and group information to ensure data integrity in the Altru/CRM software solution.
 - Schedule and lead regular team meetings and attend and participate in department and all-team meetings.
 - Collaborate with Education and Planetarium staff to create the weekly schedule of programs and events to be shared with RMSC guests
 - Other duties as assigned.
- Gift Shop
 - Work with the Senior Director to curate creative and fun Gift Shop inventory and displays in support of museum and specialty exhibitions.
 - Responsible for inventory control, merchandise ordering, and price comparisons in preparation of all merchandise for point of sale, including pricing, and cost of goods sold (COGS).
 - Responsible for input and oversight of budget and knowledge of financial statements relating to profit and loss.
 - Management of all Gift Shop financial transactions including discounts and multiple payment methods, balancing receipts at the end of each shift, and following financial policies and procedures.
 - Other duties as assigned.
- Café
 - Responsible for ensuring adequate daily staffing of the café.
 - Responsible for ordering cafe food and beverages and ordering and managing supply inventory (paper goods, etc).
 - Other duties as assigned.

IV. SUPERVISORY RESPONSIBILITIES

- Directly supervises the Guest Services Associates and Guest Services Coordinators, including responsibility for interviewing, hiring, and training.

- Develops and enacts high customer service standards.
- Completes performance appraisals for direct reports and recommends further action (pay adjustments, additional training, disciplinary action, etc.)
- Monitors employees' attendance, approves excused absences, and verifies and approves timesheets.

V. COMPETENCIES

Informational/Technical:

Appropriate use of radios, internet, intranet, email, paging system, payroll system, phone system, and computer systems.

Communication:

Ability to communicate effectively, politely, professionally, and comfortably with all guests and staff.

Decision-Making and Reasoning Ability:

Must be dependable, organized, and able to adapt to changing demands and environments; have the ability to apply common sense and understanding to carry out instructions delivered in written or verbal form. Ability to maintain confidentiality.

Time Management:

Ability to set priorities and to meet established deadlines without direct supervision. Ability to effectively transition between multiple duties. Take initiative and be able to work independently.

VI. QUALIFICATIONS

A minimum of two years post-secondary education; Bachelor's degree preferred. A minimum of four years of demonstrated success in customer service, retail, or hospitality is required. Knowledge of Google Suite is required. Familiarity with CRM solutions is preferred; Altru (Blackbaud systems) knowledge is a plus.

VII. PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to support individuals with disabilities.

Must be able to see, hear, speak, read, and type. Must be able to sit or stand for extended periods of time and occasionally lift up to 20 lbs.

VIII. WORK ENVIRONMENT

While performing the duties of this job, the noise level in the work environment is variable. Can be elevated at high traffic times.

This job description reflects management's assignment of essential functions and does not restrict management's right to assign or reassign duties and responsibilities to this job at any time.

RMSC is committed to creating a diverse environment and is proud to be an equal opportunity

employer. This policy expressly prohibits discrimination on the basis of sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, gender identity or expression, carrier status, domestic violence victim status, veteran status, or status as a member of any other protected group or activity.

I have read this job description and understand the essential duties, responsibilities and requirements of the position. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. If I require reasonable accommodation, I will inform my supervisor and/or Human Resources. I understand, if I have any questions about job duties not specified on this job description, I should discuss them with my immediate supervisor or Human Resources.