

Admissions & Tours Lead Associate



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

DESCRIPTION

The Admissions & Tours Lead Associate will ensure every visitor has a positive experience at the National Corvette Museum by greeting and acknowledging every Museum guest in a friendly, courteous, and efficient manner. In addition, this position is responsible for selling admission tickets, conducting Museum tours or Plant Tours on occasion, and providing general information about the Museum, exhibits, and events.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Operate the Museum's admissions counter and provide positive customer service experiences to Museum guests and facility rental clients both in person and over the phone.
- Assist the Guest Services Supervisor with leadership of part-time admissions and tour guide staff. Involves stepping up to resolve issues, making sure staff are taking required breaks, and back-up to the Supervisor when not available.
- Stay informed and up to date on changes in Museum exhibits and upcoming Museum events.
- Provide general information about the Museum and its exhibits, the Stingray Grill, the Corvette Store, facility rentals, and upcoming events.
- Facilitate the daily sale of Museum admission tickets, plant tour tickets, corvette raffle tickets, memberships, bricks, etc.
- Conduct Museum guided tours or Plant Tours ensuring a hospitable environment and rewarding learning experience.
- Give orientations to Group Travel Business. Involves either speaking over a microphone in front of large groups or greeting guests on the motorcoach or school bus.
- Actively promote and cross-sell Museum offerings.
- Operate and perform open and closing procedures on a POS system.
- Responsibilities are not all-inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent preferred.
- Prior work experience in a customer service environment preferred.

QUALIFICATIONS

- Must be able to provide prompt and courteous customer service in person and over the phone.
- Must be able to work weekends. Weekends are required as these are the Museum's busiest days.

- Ability to operate a POS system efficiently and accurately, along with troubleshooting guest questions with digital tickets
- Ability to think quickly and resolve issues that may appear with customers.
- Ability to read and perform basic math 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.
- Must be a self-starter and be able to work independently and under pressure in a fast-paced environment.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.
- Strong attention to detail, establishing priorities and following instructions.
- 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.