GUEST SERVICES MANAGER

JOB SUMMARY
This position is a valued member of the Union Station team by having oversight over one of the primary customer-facing positions at the Station. Primary job responsibilities for this position include operation of the box office, Science City entrance, theatres, traveling exhibits, staffing, training, and cash handling/control. A successful candidate will have strong interpersonal skills, an outgoing personality, a good listener, be able to handle guest complaints and work with guests and staff to improve all guest experiences. Delivering a positive customer interaction with every guest is paramount to the success of this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Ensure all areas are operated in a safe and efficient manner, with high-quality friendly service and ensure inter and intradepartmental communication.
- Provide accurate statistical information on attendance and membership as requested.
- Provide a positive work environment.
- Comply with the organization's procedures and ensure that actions, appearance, attitude and attendance are at a level that serves as a positive example for the organization.
- Responsible for staff scheduling and general day-to-day management of ticketing staff.
- Represent Union Station in a professional manner when interacting with visitors.
- Open and close ticketing and exhibits on a daily basis.
- Assist in ticketing issues (customer complaints, price variances, voucher issues)
- Daytime and Evening live theater show assistance (FOH, sell tickets, will-call)
- Other duties may be assigned.

Please note that the above job description is not all-inclusive of actual job duties and is meant to give an applicant a basic summary of the job opportunity being offered.

QUALIFICATIONS

- 3-5 years’ experience in a related industry/position
- GED or higher education preferred.
- Excellent communication, written, organizational and planning skills required.
- Excellent employee relations and training skills.
- Strong analytical and decision-making skills.
- Ability to troubleshoot and work with technology.
- Flexible working hours, requires working weekends, days and evenings.
- Requires long periods of standing and/or walking.
- Flexibility, sense of humor, highly collaborative, and resourceful
- Answer and return phone calls (answer questions for guests, assist in ticket/ membership corrections, phone sales, etc.)

Union Station Kansas City is committed to employing a drug-free and diverse workforce.
EOE M/F/D