



## City of Irving Job Description

### Guest Experience Coordinator

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<b>FLSA Status:</b>	EXEMPT	<b>Job Department:</b>	Arts & Culture
<b>Job Code:</b>	3091	<b>Reports To (Job Title):</b>	Museum Manager

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#### **PURPOSE**

This position will have the unique opportunity to help shape the visitor experience and museum retail operations for the Irving Archives and Museum (IAM), which serves as the central hub for Irving's museum system. By practicing hands-on and engaging techniques with a focus on customer service, it ensures that all guests feel welcomed and have highly positive experiences at the IAM.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Oversee the daily front of house operations of the Irving Archives and Museum.
- Serve as the manager-on-duty during weekend hours, with one weekend off per month.
- Lead the daily operations of the museum, including visitor services, ticket sales, store sales, housekeeping, safety and security; Ensure that proper protocol and procedures are followed to guarantee accurate financial management and controls.
- Manage and directly supervise a staff consisting of part-time guest experience associates (ticketing and museum store); ensure that the store is staffed during open hours; conduct staff training.
- Manage the booking of group tours and site rentals, coordinate school tours with the Education and Programs Specialist.
- Manage the museum store inventory; Create and implement a long-term merchandising plan including, but not limited to, purchasing, product development, consignment, inventory, and display.
- Ensure that the store is neat, clean, and welcoming to all guests.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Attend and present material at a variety of public events which may include career fairs, festivals, school related events, etc.; deliver information on services offered, including departmental programs and special initiatives, facility tours, etc.
- Maintain active presence in profession by attending workshops and conferences relevant to field.

#### **SUPERVISORY RESPONSIBILITIES**

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1-10 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

The position develops, administers, monitors and coordinates the departmental operating budget; reviews and approves all cash deposits; and, prepares and submits invoices for private services of approximately \$300,000.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to a bachelor's degree from an accredited institution in a relevant field of study.

### **EXPERIENCE**

- Two (2) years of experience in customer service, preferably in guest services management or retail management.
- Experience working with local artists and artisans to form relationships for consignment opportunities is *preferred*.
- Spanish speaking ability is also *preferred*.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- An appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.

### **KNOWLEDGE OF**

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Accounting: Principles and practices including general ledger, accounts payable, and accounts receivable.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Tyler Munis Cashiering software.

### **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Learning: Working with new material or information to grasp its implications.

- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Interactive Presentation: Effectively presenting information to groups and responding to questions.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Reading Comprehension: Reading and interpreting documents.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Service Orientation: Actively looking for ways to help people, which includes exhibiting a passion for guest satisfaction.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Written & Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Judgment and Decision Making: Weighing the relative costs / benefits of a potential action.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Behavioral Modeling: Leading by example of the desired behavior and actions.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- Functional Supervision: Motivating, developing, coaching, mentoring, and directing a diverse team of direct reports and volunteers as they work.
- Team Leadership: Embracing and developing a collaborative environment.

## **GUIDANCE RECEIVED**

### **Priorities and Policies**

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

## **CONTACTS**

Internally, this position engages daily with museum staff members and reports directly to the Museum Manager. Further, it regularly engages with the Executive Director of Arts and Culture and other A&C staff, as well as, library staff, purchasing, building and facility maintenance, and the City Attorney's Office (CAO). Externally, this position interacts daily with citizens and visitors to the IAM via in person, telephone, and electronic communication. Regularly, it interacts with collaborating organizations for event set-ups and scheduling.

## **EQUIPMENT AND PROPERTY**

This position utilizes a computer and other office equipment.

## **PHYSICAL DEMANDS**

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.\*

The employee is constantly required to carry, grasp, lift up to 10 pounds, listen, push or pull, reach, see, sit, stand, talk, and walk. Frequently, s/he is required to climb, crawl, drive a vehicle, lift up to 25 pounds, kneel, and stoop. Rarely, s/he is required to lift up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The employee occasionally may encounter confining work spaces and stress. The noise level in the work environment usually is moderate. This job requires the employee to perform duties or make decisions directly affecting the safety of others.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.