

GUEST EXPERIENCE COORDINATOR POSITION DESCRIPTION

Department: Guest Operations

Location: San Francisco

Reports to: Director Guest Operations

Status: Full-Time

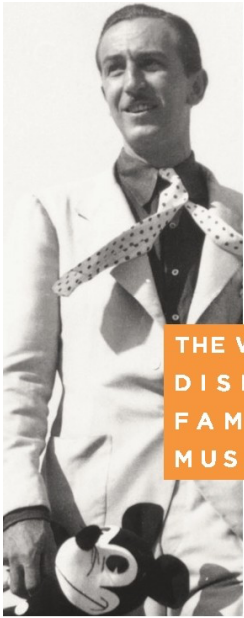
Date: July 2022

Hours: 40 hours

(Wednesday – Sunday)

FLSA Code: Non-Exempt

Hourly Rate: \$26-\$29 DOE



THE WALT
DISNEY
FAMILY
MUSEUM

JOB FUNCTION:

The Guest Experience Coordinator offers exemplary guest service to the general public while facilitating guest operations and engagement. The Guest Experience Coordinator engages guests to create an exceptional Museum experience through in-gallery talks and Museum content engagement. In addition, the Guest Experience Coordinator

offers guest service support in a variety of operational roles including gallery entrance, special exhibitions and museum galleries.

DUTIES AND RESPONSIBILITIES:

Guest Experience Coordinator:

- In partnership with the Manager of Guest Experience, manage all on-floor Guest Experience activities:
 - Lead Guest Associate team by example. Provide excellent guest service while ensuring staff also provides a quality guest experience.
 - Supervise the daily activities of the Guest Associates with a professional, patient, and approachable manner. Areas of supervision include the Ticket Desk, Gallery Entrance, Museum Galleries, Coat Check, and Special Exhibition Hall.
 - Co-Manage scheduling for all aspects of the Guest Experience operation, including all Guest Experience posts and gallery talks and activities.
 - Oversee Guest Experience opening and closing procedures as needed.
 - Participate in training Guest Associates in customer service and sales techniques, special exhibitions, permanent collection, etc.
 - Co-Manage all personnel and activities at the ticket desk, including visitor service procedures.
 - Participate in interviewing and training new staff.
 - Review and update departmental procedures manual as needed including any accessibility updates.
 - Create weekly schedules and end of day assignments.
 - Provide information to the public regarding museum content, programs, ticketing, membership, directions, facilities, and other pertinent guest information.
 - Respond to and resolve guest complaints and concerns, calling upon management as needed.
 - Enforce safety and Museum policies in exhibit spaces.

Guest Engagement:

- Provide support and facilitate guests with accessibility needs.
- Engage guests within Museum galleries in active observation and discussion to enhance overall museum experience.
- Assist and facilitate additional gallery and theater as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Minimum Qualifications:

- 2 Years of Customer Service experience.

Desired Qualifications:

- BA or equivalent work experience required; studies in history, art history, museum studies, museum education, or other topics related to site specific programs preferred.
- Some experience in public speaking and/or presenting educational information to the public.
- Experience working in a museum, educational, historical or cultural setting a plus. Knowledge of and enthusiasm for history or other topics related to the site preferred.
- Bilingual fluency, especially in Spanish, Cantonese, Mandarin, or Japanese.

Skills and Abilities:

- Excellent customer service and communication skills.
- Basic cash handling skills required. Proficiency with relational database software, particularly ticketing systems.
- Capable of speaking in front of large and small groups of visitors.
- Demonstrated ability to engage effectively with culturally diverse audiences and audiences of varying age.
- Must be able to employ museum policies and procedures while exercising decisiveness, good judgment, and diplomacy when dealing with the public. Demonstrated ability to resolve guest situations.
- Able to work with a variety of people from various backgrounds and cultures.
- Must be able to multi-task, function as part of a close-knit team, and enjoy working with the public.
- Must be available to work on evenings, weekends, and holidays.
- Ability to adapt and be flexible in a dynamic work environment.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, climbing (ladders), reaching above the shoulders, lifting of up to 50 lbs., lifting and transporting moderately heavy objects such as furniture, file cabinets, equipment, boxes, etc. Extended periods of standing required for floor duties; some standing and walking required for tours and gallery talks.

- Desk duties entail extended periods of work done at a computer workstation.
- Visual acuity is required for viewing computer monitor, examining tickets and receipts, and handling payment transactions.
- Use of phone and operation of standard office equipment, e.g., computers, copiers, etc., required.
- Day to day moderate noise in open setting; occasional exposure to loud music at special events.

