



HISTORIC MISSION SAN JUAN CAPISTRANO GUEST SERVICES REPRESENTATIVE

SUMMARY:

The Guest Services Representative is a non-exempt, at-will position working in the Guest Services Department of Mission San Juan Capistrano. The position may be full time or part time and reports to the Guest Services Manager. The Guest Services Representative is the initial contact for visitors on the Mission grounds and is responsible for front gate sales, management of tours and education program processing, distribution and collection of tour audio players, greeting and providing information to the public. In this role, the employee serves an ambassador and security role. The Historic Mission is open to the public from 9:00am to 5:00pm six days a week requiring Guest Services Representative coverage on nearly a daily basis. Individuals may be assigned work on any day of the week including weekends.

REPORTS TO: Guests Services Manager

SUPERVISION RECEIVED AND EXERCISED: Receives direction from the Operations Manager and/or Guest Services Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Typical duties may include, but are not necessarily limited to the following:

- Responsible for open and close of Gate House ticket office at beginning and end of day following safe and secure practices.
- Responsible for cash handling and sales processing related to generating Mission admissions, memberships, and other related sales utilizing established procedures to ensure safe and documented cash receipt records.
- Must promote membership in Mission Preservation Society and meet individual sales goals as established and directed. Promote and meet sales goals for any other Mission program or initiative, as directed.

- Greet and welcome visitors assisting with directions and information relating to their visit including the use of tour audio players, activities or events of the day.
- Responsible for monitoring, inventorying, and the distribution and collection of tour audio players, including collecting guest collateral in exchange for audio players, in accordance with safe, secure established procedures.
- Monitor all guest attendance according to established policy, enforcing behavior in line with the safeguarding and preservation of Historic Mission structures, grounds, assets, and collections.
- Greet staff appointments and notify administration of arriving visitors. Encourage visitors to schedule advance appointments in support of an effective work environment, as needed.
- Greet visitors and provide outstanding and responsive customer service.
- Monitor docent schedules and verify their arrival for scheduled tours.
- Greet incoming tour groups, verify guest count and payment instructions with tour representative and ensure that guests are checked into the Mission grounds in a safe and expeditious manner, coordinate with Group Sales staff as needed.
- May lead group Interpretive Tours as assigned.
- Answer phones in a courteous, prompt manner, direct callers to appropriate staff member or department. Voice mail and email messages shall be regularly read and checked. Messages requiring a response shall be returned within 24 hours of receipt.
- Provide friendly, courteous information to the public, seeking resolutions and answers to questions and issues.
- Serve as Guest Services Representative in the Administrative Reception area, as assigned, answering phones, greeting guests, announcing visitors, and other duties, as needed.
- Maintain the Gate House ticket office at all times ensuring a safe, clean, neat and professional appearance and adequate supplies.
- Follow all expectations as outlined in specific roles as Ambassador, Greeter, Roamer, and as Ambassador with Store Groups
- Perform related duties and responsibilities as required.

QUALIFICATIONS:

Job Knowledge, Skills, and Abilities:

- Friendly disposition and enjoys serving the public.
- Ability to accurately count cash, provide change, and process credit card sales.
- Ability to work with a minimum amount of supervision under demanding conditions using effective problem-solving skills.
- Excellent communication skills.
- Ability to provide responsive and friendly customer service to the public.

- Ability to problem solve and step in when good customer service is compromised.
- Knowledge of and ability to establish and maintain effective working relationships with diverse individuals and groups.
- Exercise dependable and reliable work habits.
- Ability to make independent judgment decisions within the established procedures of the Historic Mission and Guest Services Department to resolve customer needs.
- Good computer application skills in MS Word, Excel, and Outlook.

EDUCATION AND EXPERIENCE:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Education: High School diploma or equivalent.

Experience:

- One year experience in cashier or retail customer service position.
- Previous experience with Point of Sales equipment and software.

WORKING CONDITIONS:

- Working environment includes an office setting in an outdoor and/or semi-outdoor environment on the Mission grounds including exposure to inclement weather.
- Extensive contact with the public.
- Job functions may require prolonged periods of sitting or standing; walking on uneven ground; climbing stairs; lifting and carrying 20 to 25 pounds; extensive computer/cash register keyboarding.