



## **HISTORIC MISSION SAN JUAN CAPISTRANO FIELD SERVICES RANGER**

### **SUMMARY:**

The Field Services Ranger 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 Operations Managers and Field Services Coordinator. The Field Services Ranger is a primary 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, as well as greeting and providing information to the public. In this role, the employee serves as an ambassador for our visitors with a keen focus on group tours and student field trips.

**REPORTS TO:** Operations Managers and Field Services Coordinator

**SUPERVISION RECEIVED AND EXERCISED:** Receives direction from the Operations Managers and/or Field Services Coordinator

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

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

- Greet and welcome visitors providing outstanding and responsive customer service in accordance with the Mission's core values of excellence in Service, Safety, Guest Experience, and Stewardship.
- Assist with directions and information relating to their visit including the use of tour audio players, activities, or events of the day.
- 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.

- Set up and distribute tour transmitters and receivers ensuring smooth and efficient process for all. Troubleshoot and resolve any technical issues prior to the start of the tour.
- Set up and distribute tour audio wands clearly explaining their proper use.
- Distribute audio tour maps to guests, teachers and chaperones highlighting pertinent information to ensure an excellent tour experience.
- Give welcome message to tour groups as assigned clearly communicating Mission expectations in a friendly and courteous manner.
- Provide lunch wagons for the collection of lunch bags, ensure they are delivered and properly stored at the predetermined location, and facilitate the return of lunches upon completion of the visit.
- Escort groups to and from Mission Matters classes, as well as Cube and Journey's to the Past programs. Help ensure that Guides and Docents are on schedule to the extent possible.
- Assist Mission Matters and Discovery Cube staff in the set up and clean up of the program area as needed.
- Responsible for working the Gate House counter in support of general admission sales, member and volunteer admissions.
- Responsible for cash handling and sales processing for general admissions, memberships, and other related sales utilizing established procedures to ensure safe and documented cash receipt records.
- Promote membership in Mission Preservation Society and meet sales goals as established and directed. Promote and meet sales goals for any other Mission program or initiative, as directed.
- Responsible for monitoring, inventorying, distributing, and collecting tour audio wands 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.
- Monitor docent schedules and verify their arrival for scheduled tours.
- 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.
- Maintain the Gate House ticket office at all times ensuring a safe, clean, neat and professional appearance and adequate supplies.
- Use staff radio to stay in constant communication with front line team.
- Perform related duties and responsibilities as required.

## **QUALIFICATIONS:**

### Job Knowledge, Skills, and Abilities:

- Friendly and welcoming disposition and enjoys serving the public.
- Comfortable speaking to large groups in a friendly, engaging, clear and concise manner.
- 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 oral and written 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 an on-site customer service position.
- Previous experience in dealing with the public and/or large groups of patrons.

## **WORKING CONDITIONS:**

- Working environment includes 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.