



## ***JOB OPPORTUNITY***

### **Guest Services Representative/Ambassador**

Beautiful Mission San Juan Capistrano is seeking a friendly, responsive, customer service oriented individual to serve in this non-exempt, position. The Guest Services Representative/Ambassador is the initial contact for visitors on the Mission grounds and is responsible for front gate sales, management of tours and education programs processing, distribution and collection of tour audio players, greeting and providing information to the public.

In addition, specific responsibilities include, but are not limited to as follows:

- 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 bookings staff as needed.
- 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 in accordance with safe, secure established procedures.
- Monitor docent schedules and verify their arrival for scheduled tours.
- Manage educational activities and/or tour groups providing instruction, historic information, guidance in maneuvering the grounds, and giving excellent customer service to all.
- 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.
- 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.

- Answer phones in a courteous, prompt manner, direct callers to appropriate staff member or department.
- 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.
- Perform related duties and responsibilities as required.

### **Minimum Qualifications**

- Friendly disposition and enjoys serving the public by providing responsive customer service
- 1 to 2 years cashier or customer service experience
- Good computer skills
- Excellent customer service skills and dependable work habits
- Excellent oral, phone and written communication skills

### **Working Conditions**

- Outdoor environment on Mission grounds; exposure to inclement weather.
- Extensive public contact.
- Job functions 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
- Shifts include week day and weekends

**Application Process:** Submit a completed and signed application to the address listed below. Resumes may be included, but not in lieu of a signed application. Applications available at [www.missionsjc.com/about/jobs/](http://www.missionsjc.com/about/jobs/) or by calling (949) 234-1308 or [dkitcher@missionsjc.com](mailto:dkitcher@missionsjc.com)

Mission San Juan Capistrano  
Attention: Darlynn Kitcher, Administrative Manager  
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San Juan Capistrano, CA 92675