

MFAH *The Museum of Fine Arts, Houston*

Position Available

Title:	Guest Services Manager
Reports To:	Chief Administrator of Membership and Guest Services
Pay Type:	Full-Time, Regular, Exempt, 35 hrs/week
Salary:	Commensurate with Experience and Education
Benefits:	Group Medical and Dental Insurance, Life and Long Term Disability Insurance, Retirement Plan, Flexible Spending Plans, Paid Time Off, Reserve Time Off, Holiday Pay, Museum Membership and Discounts
Work Schedule:	Monday – Friday, 9am – 5pm
Work Location:	Beck Building, non-smoking facility

Responsibilities:

The Guest Services Manager is responsible for the day-to-day operations of the Guest Services (GS) department. The primary objective of this team is to create a welcoming, informative, and positive experience for each guest and member entering the Museum. The top candidate is proactive and sees the Museum through a visitor's lens. They coordinate staff efforts at entry points of the Museum, special exhibitions, and key locations across the Museum's complex. The GS Manager is a champion of the guest purchase experience online, on site, and by phone. The GS department is the resource to the rest of the Museum for arranging ticket set-up and promo codes for all admission, programs, films, and events. The MFAH is expanding its main campus and the GS Manager will participate in strategic planning and implementation of new initiatives as they relate to the guest experience and mission of the Museum.

They will manage a wide range of essential functions, including:

Staff Management:

- Manage an administrative team plus an on-site admission team of 20-40 individuals, depending on the exhibition schedule
- Determine and manage staffing levels (permanent and temporary), hire, and train staff. Project needs and staff costs for special exhibitions when GS staff may distribute audio tours and scan tickets at points of entry
- Oversee operations of sales that come in by phone
- Create schedules for all sales staff, including opportunities for GS staff to represent the Museum at off-site sales and promotional opportunities
- Develop and document all policies and procedures relevant to GS department
- Maintain resources for sales staff and assure they are informed about daily updates to exhibitions, museum activities and other important information necessary to pass along to guests and prospective members
- Develop a consistent training program for onboarding staff that includes the MFAH Fine Art of Hospitality standards, and implement staff performance metrics

Member and Guest Relations:

- Ensure that the admission experience is consistently positive
- Determine best way to queue guests and make sure the admissions areas are "show ready" prior to guests entering the Museum

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- Oversee the process of responding to guest feedback and complaints, including those regarding ticket or admission issues
- Work directly with curatorial, marketing, and education departments to gather information about events, promotions, and opportunities to communicate to members and guests via a daily schedule for guests and/or the screens at the admission desks
- Develop timely and seasonal ideas that provide surprises to delight guests
- With curatorial, security, marketing and education teams, determine pertinent signage to assist guests with their visit throughout the main campus

Administrative:

- Oversee and manage annual expense budget, including staff compensation, for the Guest Services department
- Track admission revenue against goals, prepare and provide ongoing sales reports, attendance figures and analysis
- Manage all point-of-purchase areas (admissions desks, auditorium box office and use of related hardware (sales terminals, printers, scanners, and EMV machines)
- Oversee the GS ticketing coordinator, who acts as the ticketing system representative, externally and internally
 - GS ticketing coordinator manages set-up of sales items, memberships and ticketing for on-site, phone and Web with the IT department
 - GS ticketing coordinator works with departments throughout museum to schedule and manage timely sales discounts and promotions
- Has oversight of the following daily accounting/sales operations
 - Opening and closing point-of-purchase terminals
 - Reconciling daily sales
 - Reporting of daily sales and attendance figures
- Able to provide monthly, quarterly, and annual reporting of promo code usage to key departments
- Work with the head of Security to implement and conduct periodic reviews of security and emergency procedures
- Attend meeting as requested
- Handle timely tasks and prioritize workflow in a fast-paced guest-serving environment

Skills, Knowledge and Abilities:

- Strong customer service skills
- High degree of tact and diplomacy in dealing with member and guest issues
- Must have the ability to assess visitor concerns and follow through to resolution with tact
- Strong organization skills and attention to detail
- Must be competent in cash handling
- Must be willing to work evenings and weekends as needed, and lead team during holiday breaks when peak visitation occurs

Education and Experience:

- Bachelor's degree in Hospitality Management, Customer Service Management, Business or related field OR any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.
- A minimum of five year's equivalent management experience in customer/visitor services
- Strong experience with point-of-sale/ticketing software and donor/customer database
- Cash handling, basic accounting skills and financial reporting skills needed

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How to Apply:

Send resume to Human Resources, Job 19-095MGS, P.O. Box 6826, Houston TX 77265-6826;
Fax 713-639-7508 or email: jobs@mfah.org

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