

Front of House Specialist

Full-time

Greenville museum location

Experienced candidate

The Children's Museum of the Upstate is looking for a high-energy team player to fill the role of Front of House Specialist. The Front of House Specialist manages day-to-day front of house operations to ensure an excellent museum experience. TCMU is one of the nation's largest children's museums and serves over 250,000 visitors per year through hands-on exhibits and interactive programming.

The Front of House Specialist will be a key member of the Guest Services team, leading team members by exemplifying TCMU's core values, encouraging them to own and improve the museum experience. The right candidate will be adept at problem solving and versed in emotional intelligence interacting with colleagues, children, and the general public. Additionally, this person should have the ability to multi-task, think critically, exercise good judgement, and drive process improvements.

Job Responsibilities

- Manage day-to-day front of house operations to ensure an excellent museum experience and act as Manager on Duty.
- Supervise onsite staff that interface with the visitor.
- Identify and address problems and opportunities affecting the museum experience. Work as a critical member of guest services team to position new opportunities to senior leadership for consideration.
- Deliver collaborative and innovative solutions that result in extraordinary customer service and cross-functional team facilitation to wow TCMU visitors.

Predominant Tasks

- Lead team members by exemplifying TCMU's core values, encouraging them to own and improve the museum experience, while holding them accountable to standards of service.
- Oversee POS systems, store, membership and ticket sales, daily revenues, and cash deposits.
- Act as an escalation point for customer needs, complaints, praise, safety incidents, or personnel issues.
- Observe museum operations including admissions, retail, programming, exhibitions, facilities, and events regularly to ensure excellent guest experience and make immediate adjustments as needed.
- Contributes to strategic decisions affecting museum operations within the areas of staffing, materials, content, guest flow, and sales.
- Maintains understanding and working knowledge of TCMU's point of sale systems and guest services procedures and supports implementation of new or altered processes affecting the museum experience.

Ideal Experience & Skill Set

- 3-5 years' experience in customer service field or related field involving such interactions
- 3-5 years' experience in a supervisory role

- Depth of knowledge about museums or hospitality field helpful
- Bachelor's degree or equivalent experience
- Ability to master and train others on proprietary software managing various TCMU systems
- Proficient in Microsoft Office suite
- Strong verbal communication skills, able to articulate needs and direct staff
- Ability to multi-task, think critically, exercise good judgement, and drive process improvements
- Team player with high energy and ethics, able to flourish in a fast-paced environment with confidence
- Curious and innovative in supporting objectives and efficient workflow
- Great interpersonal skills dealing with internal teams, guests, vendors, stakeholders

Schedule Availability

- Able to work a Sunday-Thursday schedule, with some Saturdays required for special events and peak season support
- Some evening work required for special events

Interested candidates should email resume and cover letter to esobeski@tcmupstate.org.