

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION

Guest Services Supervisor

*Inspiring Curiosity Through Exploration
Valuing Nature's Wisdom*

Department: Experience

Position Title: Guest Services Supervisor

Reports to: Director of Museum Programs and Experiences

Status: Full Time Wed-Sun, Non-Exempt

Position Overview

At the Buffalo Museum of Science and Tiff Nature Preserve, we take pride in providing an environment that inspires curiosity, self-directed learning and fun for our guests of all ages. Staff are recruited, trained, directed and developed with this in mind. We believe that science is fun, and that everyone can be a scientist when they make observations and ask questions. Research shows that when you mix GREAT SERVICE with GREAT PEOPLE, the result is LASTING MEMORIES for our guests.

Summary of Position

This staff member is an outgoing and knowledgeable communicator who supervises Guest Services team and volunteers that host and engage Museum visitors. A key member of the Museum customer service support team, the Guest Services Supervisor is responsible for coordinating all aspects of the safe and consistently high-quality presentation of the Museum to the public. This position will be responsible for leading the floor staff in front line service, content-based guest engagement and achieving retail sales goals. S/he will serve as the weekend Manager-on-Duty.

The Guest Services Supervisor is an initial interface between the Museum and our guests and is responsible for all cinema, concession and retail transactions including accurate inventory records at all time. The ideal candidate is driven to provide, from start to finish, an exceptional guest experience.

Priority Projects: With the onset of the COVID-19 pandemic, all staff of the Buffalo Society of Natural Sciences will be required to perform duties and tasks that support the operation of the entire Society and may fall outside those tasks primarily associated with this function. To that end, staff may be required to take on additional roles including, but not limited to, guest services, capacity monitoring, cleaning and sanitation. These tasks will be assigned by your supervisor and take priority over other duties as outlined in this job description.

Essential Functions

- Provide best-in-class front-line service for guests
 - Serve as the weekend Manager-on-Duty, being the point person to ensure the highest standards of customer service to all our guests, across the organization

- Facilitate on-site admissions and retail sales transactions through Altru and Counterpoint systems
 - Establish and implement protocols and training procedures to ensure that all floor staff have the tools to provide outstanding service, as well as current information on the numerous program, exhibit, and event offerings of the BMS and Tiff
 - Continuously model best practice and provide coaching and feedback to achieve stellar performance among all team members
 - Contribute to organization-wide efforts as appropriate
- Supervise a team of floor staff, who assist in providing excellent guest service:
 - Train Guest Services Team Members on standards and procedures as necessary to ensure they have the tools to provide outstanding service, current information on the program, exhibit, and event offerings of the BMS and Tiff
 - Provide leadership in resolving customer service concerns when necessary
 - Continuously model best practice and provide coaching and feedback to achieve stellar performance among all team members
 - Ensure Guest Services Team Members are meeting expectations in Concessions, Retail, and Admissions practices and policies
 - Oversee and evaluate performance of Guest Services Team Members; facilitate coaching when improvement is necessary and acknowledge and celebrate impressive performance
 - Help resolve day to day staffing needs to ensure that all jobs and responsibilities of Guest Services Team Members are fulfilled at a high level
 - Create and communicate weekly schedules for floor staff, managing against staff hour and budget limitations
- Oversee the food service and retail functions for the BMS:
 - Manage inventory, ensuring appropriate quantities to meet guest demand: place, receive and process orders, stock sales floor
 - Track and provide information on retail and concession sales; support the Director of Museum Programs and Experiences in strategic analysis of retail performance and continuous efforts to increase in per-cap revenue
 - Ensure that all inventory is accurately entered in computer tracking system
 - Provide accurate and timely reports on sales functions to Director of Museum Programs and Experiences and Business Office. Provide leadership to evolving those reports as necessary to meet internal needs
 - Oversee growth and expansion of retail and concessions functions as circumstances allow and in support of long-term organization objectives
 - Contribute to organization-wide efforts as appropriate

Education, Experience & Skills Required

- Desire to produce products and experiences of the highest quality crucial.
- At least 2 years professional experience, and 1 year in a supervisory role. Museum experience preferred.
- Experience in establishing and training on policies and procedures and coaching for best performance
- Experience working in a retail function
- Experience creating excellent customer service opportunities
- Able to politely and respectfully manage challenging customer concerns
- Goal oriented, accountable
- Excellent communication and interpersonal skills
- Able to perform well and problem solve under pressure
- Must be able to work weekends, holidays, and some evenings
- Ability and desire to follow safety standards, policies and protocols
- Able to work independently and as a member of a team
- Strong sense of curiosity; an interest in science preferred

Physical Demands

- Speaking in small and large groups
- Walking and standing within Museum, sometimes for extended periods

The Museum's culture is one of collaboration, collegiality and teamwork. Candidates must enjoy working with people and have a desire to produce products and experiences of the highest quality. This job description is not intended to be interpreted as a comprehensive inventory of all duties, qualifications and work conditions. There will be times when the duties of this position will be modified in order to provide the best possible experience for our guests.

Please send cover letter, resume, salary requirements and names of three references via USPS or email to:

Sarajane Gomlak-Green

Director of Museum Programs and Experiences

Buffalo Museum of Science

1020 Humboldt Parkway

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EOE