



The Children's Museum of the Upstate is seeking a Guest Services Coordinator to assist in supporting the mission to ignite a community of compassionate problem solvers through intentional and inclusive play. Serving over 200,000 visitors a year, TCMU has locations in Greenville and Spartanburg, houses hands-on exhibits supporting learning through play, and provides robust programming and outreach opportunities to the Upstate SC community.

The Guest Services Coordinator is a full-time position, reporting to the Guest Services Manager. The position will be located at the Greenville museum with a rotating schedule including Saturdays and Sundays on a regular basis.

#### Major Responsibilities

- Lead and direct the museum's field trip and outreach sales initiatives
- Oversee daily admissions/ticketing and in-house membership purchases
- Provide superior customer service to all guests projecting positive image of museum
- Handle guests' daily purchases at retail store
- Assist with inventory upkeep, organization, purchases and financial contribution of the retail store
- Manage Guest Services volunteers

#### Predominant Tasks

- Identify and make regular contact with potential visitors from schools, daycares, churches, and other community partners to sell and coordinate field trip visits
- Oversee daily operations at admissions and retail store, working with POS systems, managing visitors, answering phone and on-site inquiries
- Act as a museum ambassador, providing guests with assistance, resolving, escalating, and/or reporting major issues with or through appropriate TCMU leadership
- Create an inviting, memorable experience for guests through process improvements and exemplary administration
- Ensure TCMU policies and procedures are documented, in place, and followed
- Assist with retail store purchases, inventory upkeep and organization, and sales reporting for maximizing purchases and visitor experience
- Identify volunteer needs in Guest Services and coordinator volunteer shifts

#### Qualifications

- 3 years' experience in customer service or related field involving such interactions

- Supervisory experience
- Flexible schedule, including weekend and some evening hours
- Strong organization and technology skills

#### Experience

- Bachelor's degree or equivalent experience
- Adept at problem solving and versed in using emotional intelligence with colleagues, children and the general public

#### Technical Skills

- Proficient in Microsoft Office Suite, particularly Excel and PowerPoint, being able to manage dashboards/metrics, reporting, flowcharting, and digital communications
- Ability to master and train others on proprietary software managing various TCMU systems
- Project Management

#### Personal Attributes

- Ability to multi-task, think critically, and drive process improvements
- Great interpersonal skills dealing with internal teams, guests
- Curious and innovative in supporting objectives and efficient workflow
- Strong communication skills, written and verbal
- Team player, high energy and ethics, able to flourish in fast paced environment with confidence

Salary Range: \$31,200-\$35,000

TCMU offers medical, vision, dental, 401k, disability, and life benefits. Come join our team today!

Please send cover letter and resume to [esobeski@tcmupstate.org](mailto:esobeski@tcmupstate.org).