

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION

Guest Experience Lead / Retail Specialist

*Inspiring Curiosity Through Exploration
Valuing Nature's Wisdom*

Department: Experience

Position Title: Guest Experience Lead/Retail Specialist

Primary Reporting Responsibility: Guest Experience Manager

Status: Part-time / Non-Exempt

Overview

At the Buffalo Museum of Science and Tifft Nature Preserve, we take pride in providing an environment that inspires curiosity, self-directed learning and fun for our guests of all ages. All 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

The Buffalo Museum of Science Guest Experience Lead/Retail Specialist will work closely with the Guest Experience Manager to ensure that all front of house customer service is best in class, and that all retail functions that support the guest experience are performing at the highest possible levels of efficiency. This position will assist the Manager in leading the Museum Ambassadors with a primary focus on achieving sales and customer service goals and objectives. S/he will serve as the Manager-on-Duty when the Guest Experience Manager has assigned them.

The Guest Experience Lead/Retail Specialist 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.

Staff accessibility is a top priority for our guests, and staff should always be available to serve where needed. The Guest Experience Lead/Retail Specialist should be comfortable engaging with museum visitors and be aware of general Museum and Tifft offering such as exhibits, workshops, camps, and special events.

Essential Functions

- Serve as the Manager-on-Duty when scheduled by the Guest Experience Manager, being the point person to ensure the highest standards of customer service to all our guests, across the organization

- Train Ambassadors and Science Buffs on standards and procedures as necessary to ensure they have the tools to provide outstanding service, current information on the numerous 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 Ambassadors and Science Buffs are meeting expectations in Concessions, Retail, and Admissions practices and policies
- Help resolve day to day staffing needs to ensure that all jobs and responsibilities of Ambassadors and Science Buffs are fulfilled at a high level
- Manage inventory, ensuring appropriate quantities to meet guest demand: place, receive and process orders, stock sales floor
- Track and provide information on retails and concession sales; support the Guest Experience Manager in strategic analysis of retail performance and continuous efforts to increase in per-cap revenue
- Contribute to organization-wide efforts as appropriate

Education, Experience & Skills Required

- At least 2 years professional experience. Museum experience preferred.
- Experience working in a retail function
- Competency with data recording and analysis tools, such as spreadsheets and CRM reporting functions
- Experience creating excellent customer service opportunities
- Able to politely and respectfully manage challenging customer concerns
- Goal oriented, accountable, budget minded
- 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
- Interest in science preferred

Physical Demands

- Walking and standing within Museum, sometimes for extended periods
- Bending/stooping frequently
- Ability to lift/carry up to 40 lbs.
- Walking up and down stairs
- Must be able to work flexible hours, including weekends, holidays, and evenings as necessary.

The Museum's culture is one of collaboration, collegiality, and teamwork. Candidate 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.

EOE