



MUSICAL INSTRUMENT MUSEUM

Job Description

Position Title: Guest Service Lead
Availability Needed: Open availability required

Position Summary: This position is responsible for assisting the MIM Guest Service management team with daily operations and management of the Guest Service team and volunteer team.

Note: The hours will vary each week based on theater performances and museum events and will require working mostly nights and weekends.

Primary Responsibilities:

- Assist with the daily operations and management of the Guest Service team
- Oversee all Guest Service volunteer team member assignments
- Serve as primary backup for the frontline team, including at phone stations, ticket sales, coat check, etc.
- Settle cash drawers and reconcile cash variances
- Address any guest or volunteer problems, questions, or concerns, including escalated guest issues
- Other duties as needed

Skills/Requirements:

- Some supervisory experience in Guest Service at a museum, performing arts organization, or similar institution is strongly preferred
- Box office and/or theater experience is preferred; exceptional customer service skills are required
- Strong computer skills in Windows-based applications, including Microsoft Office
- A positive attitude that promotes teamwork and a favorable image of the museum
- Excellent presentation, interpersonal, and written communication skills
- Ability to cheerfully exercise patience and sound judgment in a variety of situations, especially in direct interaction with the public.
- Ability to lift up to 20 pounds and push/pull up to 50 pounds
- Ability to manage large groups of volunteers
- Strong problem-solving skills and ability to quickly adapt to changes to make swift decisions

Qualified candidates should submit a resume and cover letter via the link below:

https://workforcenow.adp.com/jobs/apply/posting.html?client=themim&jobId=64493&lang=en_US&source=CC3