

Guest Relations Representative

Hours/Week: 40

FLSA Status: Non-exempt

Job Purpose

The Guest Relations Representative assists guests, members and staff by answering phones in a timely manner displaying a professional, articulate demeanor. Replies to customer service email inquiries and provides general administrative support as needed. Accurately accesses customers' records when handling an issue to verify if a customer has previously experienced a problem, and determines the best course of action. Follows established standards and procedures when handling customer calls and maintains a proper record of interaction. It is essential that this individual be able to manage and respond to guests' complaints in an empathetic manner with exceptional conflict resolution abilities, and have the ability to attend to detail with a high degree of accuracy in an environment that can be hectic and vibrant. Must have a thorough understanding of front of the house procedures, and all departments' functions when handling phone inquiries and transferring calls to other departments and responding to guests' email inquiries. Reports directly to the Guest Relations Supervisor.

Essential Job Functions

- Work closely with the Guest Relations Supervisor and front of the house leadership team to assist in the execution of the Museum's goals and mission.
- Provide and role model extraordinary guest engagement.
- Display knowledge and enthusiasm for Las Vegas history and our sign collection.
- Manage inbound and outbound calls in a queue to ensure effective and timely resolution of guests' issues.
- Maintain a customer-focused attitude when handling calls to ensure customers are completely satisfied.
- Demonstrate knowledge in front of the house procedures when dealing with our guests.
- Proficiency and fluidity in dealing with phone calls to the Visitors' Center and transferring callers professionally and accurately to other departments.
- Strong written and verbal communication skills.
- Excellent interpersonal communication skills; positive, energetic and friendly demeanor.
- Ability to multi-task while assisting guests in person, via email, and on the phone.
- Handle guests' orders and process credit card payments for transactions.

- Maintain records of inquiries or complaints as well as logs of interaction with guests.
- Experience in guest engagement and prioritizing multiple tasks to meet deadlines while ensuring a guest-centered focus.
- Develop a positive working relationship by appreciating and learning from fellow employees.
- Being comfortable approaching and engaging guests in conversation.
- Reliability and a self-starter attitude, initiative to seek out work during slow periods.
- English proficiency required, bilingual skills an asset (Spanish preferred).
- Ability to positively accept direction and complete tasks as assigned.
- Professional appearance.

Qualifications and Experience

High school degree or equivalent and one-year call center experience preferred. Must be proficient in Microsoft Office applications. Demonstrated ability in superior guest engagement skills including effective conflict resolution abilities. Superior communication skills with diverse, multi-cultural guests as well as Museum colleagues. Creative thinking and empathetic problem solving is paramount. The ability to seamlessly multi task incoming and outgoing calls as well as in person guests. Proficiency in written communication and proper grammatical skills when communicating via email. The ideal candidate must value and be able to articulate The Neon Museum's mission and speak of it with authentic passion.

Work Context

Requires work with Museum guests as well as internal Museum colleagues. Requires work indoors in environmentally controlled conditions and sitting for long periods of time. May require work outside in extreme heat and cold during tours and events. Requires standing, face to face discussions with individuals or teams. Requires public speaking.

Physical Requirements

Ability to work both indoors and outdoors for extended periods of time. Ability to walk for extended periods of time. Ability to sit for extended periods of time. Ability to lift 50 pounds.

Skills

Active listening, critical thinking, grammatical proficiency, written communication, conflict resolution, monitoring, reading comprehension, speaking, cash handling, basic math, computer skills including but not limited to Word, Excel and PowerPoint and the point of sale system.

Positions filled as soon as possible. Please submit a resume and cover letter to jobs@neonmuseum.org for immediate consideration. Submissions without a separate resume and a cover letter will not be accepted. No phone calls please!

Employment is contingent upon completing a drug test and background check.

