

Title of Position *	Guest Services Representative
Institution *	The Old Red Museum of Dallas County History & Culture
Position Location: City & State *	Dallas, TX
Position Closing Date	

About the Institution

Dedicated to inspire and educate visitors about the rich and varied cultural, economic, political and social history of the Dallas County Area, the Old Red Museum of Dallas County History & Culture serves as a symbol of Dallas heritage. Built in 1892, the beautifully restored Old Red Courthouse contains some of Dallas County's most fascinating historical artifacts. There is a special exhibit gallery located on the first floor, while the second floor of Old Red is filled with exhibits, interactive touch screen computers, an educational learning center and four mini theatres.

The Old Red Museum is located at a crossroads of activity in downtown Dallas – adjacent to the JFK Memorial and Dealey Plaza, a National Historic Landmark District, across the street from a replica of Dallas founder John Neely Bryan's cabin and just a block from The Sixth Floor Museum and the historic West End of Dallas. The space is stimulating for any kind of visitor, including students, local Dallasites or anyone looking to learn more about the history of Dallas County. There is always something new to discover!

Institution Website Address	http://www.oldred.org
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Summary of Responsibilities

Responsible for ensuring 100% satisfaction from the moment a guest arrives at the museum until they leave. Serve as the main point of contact for all guests requests/needs and then pursuing the issue to a resolution. The agent must exhibit courteous hospitality at all times and must be proactive in every area. Duties will include processing payments for admission, performing daily register counts, answering telephone, and other duties as assigned. Must have a pleasant attitude and excellent demeanor. Must work well under pressure. Schedule flexibility is necessary.

Required Qualifications

- Responds quickly to requests from guests, supervisors or management in a timely, friendly and efficient manner and follows up to ensure guest satisfaction.
- Handles departmental accounting of monies, receipts, guest accounts and other forms of credit; posts all charges; completes cashier's report, prepares deposit and counts cashier bank.
- Be knowledgeable in local and surrounding areas.
- Revenue optimization through check in, check out and attentive coordination of hotel services for the guest.
- Provides a professional image at all times through appearance and dress.
- Follows and enforces company policies and procedures.

NOTE: Other duties as assigned by supervisor or management

Requirements:

- Able to work independently, ability to prioritize and multi-task
- Requires standing/walking/bending throughout shift and able to lift, carry and push up to 75 pounds
- Great customer service, verbal, and written skills
- Able to demonstrate problem solving skills and ability to project a positive attitude over the telephone
- Able to work all shifts and flexible schedules including weekends, nights, and holidays

Work Experience Requirements:

- Previous Customer Service experience preferred

Education Requirements:

- High School Diploma or GED equivalent preferred
 - Collegiate education a plus
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Compensation

Apply at this Website:

Apply with this email:

info@oldred.org

Special Instructions to Apply:

Please include a copy of your resume and cover letter to the email provided.
