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<b>Title of Position *</b>	Guest Services Assistant Manager
<b>Institution *</b>	The Sixth Floor Museum
<b>Position Location: City &amp; State *</b>	Dallas, TX
<b>Position Closing Date</b>	

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<b>About the Institution</b>	The Sixth Floor Museum at Dealey Plaza chronicles the assassination and legacy of President John F. Kennedy; interprets the Dealey Plaza National Historic Landmark District and the John F. Kennedy Memorial Plaza; and presents contemporary culture within the context of presidential history.
<b>Institution Website Address</b>	<a href="http://www.jfk.org">http://www.jfk.org</a>

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### Summary of Responsibilities

#### Summary:

The Guest Services Assistant Manager will assist the Guest Services Manager in the day-to-day operations of the Guest Services Department, as well as assist with assigned projects for the continued advancement of the department. The primary focus of the Assistant Manager will be to support the Guest Services Manager in ensuring the delivery of exemplary guest service by assisting with the development and implementation of front-line guidelines, policies, and procedures.

#### Essential Responsibilities:

- Deliver exemplary customer service with a friendly, helpful, and courteous attitude.
- Assist the Guest Services Manager in the running of day-to-day operations of the Guest Services department.
- Serve as acting supervisor when the Guest Services Manager is not around.
- Assist Guest Services Manager in developing and implementing front-line guidelines, policies, and procedures.
- Manage cash handling for admissions.
- Maintain proper stock required by admissions, audio, and Guest Services functions.
- Interact with other museum departments to coordinate support services.
- Assist the Guest Services Manager in coordination with Security to ensure exhibitions and events are safe and executed according to risk management and fire/life safety codes.
- Continually evaluate museum operations to identify areas requiring evaluation or improvement; and communicate these areas to the Guest Services Manager.
- Assist in the development and administration of periodic customer service training sessions for all front-line staff.
- Assist the Guest Services Manager in the hiring and training of the GSR staff and Coordinators.
- Other duties as assigned.

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### Required Qualifications

- High School diploma or GED; Bachelors' degree in Business, Management, or Museum Studies a plus.
- 3-5 years guest services/customer service experience required.
- Experience working in a guest or cultural attraction preferred.
- Background or demonstrated experience in history, museum environments, and/or museum studies.
- Exceptional knowledge of customer service principles and best practices.
- Ability to manage complex programs and projects.
- Strong supervisory, organizational, and team-building skills.
- Previous scheduling experience in a retail-like environment.
- Excellent communication and interpersonal skills.

- Must be able to work under pressure and with large crowds.
  - Must be able to work a flexible schedule including weekends, holidays, and occasional evening shifts.
  - Multilingual skills preferred.
  - Experience with hearing/vision impaired assistance a plus.
  - Familiarity with downtown Dallas and surrounding areas.
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## Compensation

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Apply at this Website: <https://www.workable.com/j/E0818E5DD9>

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Apply with this email:

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Special Instructions to Apply: All interested candidates must apply online, at the web address listed above.

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