



## ***JOB OPPORTUNITY*** **Guest Services and Operations Manager**

Beautiful Mission San Juan Capistrano is seeking an energetic, professional and customer services oriented individual to serve in this full time position. The Guest Services and Operations Manager is responsible for setting the stage for a quality guest experience and will oversee front gate sales and staff, management of tours, providing information to the public and presenting the Mission in lines with its vision, values and goals.

### **Responsibilities include, but are not limited to as follows:**

- Develop and manage Guest Services Representative and Ambassador staff members in line with established procedures with objectives to:
  - Follow safe and sound cash management
  - Interact with guests with a high level of customer service
  - Provide accurate information to guests regarding the Mission, events, exhibits, and related activities
  - Create and maintain a safe and healthy environment following Cal-OSHA and OSHA requirements and emergency policies and procedures
- Manage and supervise the day to day operations including processes relating to generating Mission admissions and tours, memberships, and other related sales
- Manage daily traffic flow making recommendations to enhance efficiencies and improving the guest experience
- Observe the site on an ongoing basis addressing areas of concerns, assisting guests with questions or needs, inspecting exhibits, and communicating assistance from other departments, as needed
- Schedule, supervise and train Guest Services Representatives and Ambassadors
- Create positive relationships with Docents and Mission Volunteers watching for ways to improve and strengthen their service and support of the Mission
- Coordinate and manage site signage working with other managers and departments, as necessary
- Instill excellence in the customer service provided to public
- Stay informed of Mission events, exhibits, education programs, and other activities, keeping staff informed as well
- Responsible for operations of POS system including daily transactions, establishing procedures, addressing errors, and running required reports.
- Manage membership sales programs and incentives among Guest Services staff

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- Oversee marketing promotions and materials for the front gate working in collaboration with Mission public relations firm
- Facilitate team meetings to implement and develop staff customer service skills and ensure consistent communication and understanding of organization standards
- Track attendance and recognize ways to improve or stabilize attendance levels
- Perform related duties and responsibilities as required

**Job Knowledge, Skills and Abilities:**

- Excellent and professional customer service skills with the ability to resolve issues in a positive, responsive manner
- As a working manager, the ability to lead, supervise and develop Guest Services and Ambassador staff
- Ability to work well under pressure using effective problem solving skills in a professional manner
- Ability to make independent decisions within the established procedures of the Historic Mission and Visitor Center Department
- Excellent written and verbal communication skills
- Detail oriented, organized and the ability to multi-task and prioritize
- Ability to exhibit dependable and reliable work habits and nurture them in staff
- Ability to take initiative and develop innovative approaches and ideas to improve efficiencies and the overall guest experience
- Proficient computer application skills in MS Word, Excel and Outlook
- Knowledge and experience working with POS systems and equipment including ability to generate reports and make recommendations based on trends
- Ability to establish and maintain effective working relationships with diverse individuals and groups

**EDUCATION AND EXPERIENCE:**

- Associates or Bachelors degree preferred; specialized training or certification in retail management or related field
- Three to five years experience in customer service related position with experience in a supervisory capacity
- Experience managing tours or large groups in a venue or attraction environment desired

**WORKING CONDITIONS:**

- Working environment includes office setting in an outdoor and/or semi-outdoor environment on the Mission grounds including exposure to inclement weather
- Extensive contact with the public
- Job functions may require prolonged periods of sitting or standing; walking on uneven ground; climbing stairs; lifting and carrying 20 to 25 pounds; and extensive computer/cash register keyboarding
- Schedule includes weekday and weekend shifts

**Application Process:** Submit a completed and signed application to the address listed below. Resumes may be included, but not in lieu of a signed application. Applications available at <http://missionsjc.com/jobs/jobs.php> or by calling 949-234-1308 or [ndavis@missionsjc.com](mailto:ndavis@missionsjc.com)

Mission San Juan Capistrano  
 Attention: Nancy Davis, HR Director  
 26801 Ortega Highway  
 San Juan Capistrano, CA 92675

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