

JOB TITLE: Guest Services Flex

Center Art LLC, managed by the Space Needle LLC, is partnering with Chihuly Studio to operate the Chihuly Garden and Glass Exhibition on the Seattle Center grounds next to the Space Needle.

GENERAL POSITION SUMMARY:

The Guest Services Flex Representative supports Center Art's organization mission, vision and values by exhibiting the following behaviors: excellence, competence, collaboration, innovation, respect, personalization, accountability and ownership.

The Guest Services Flex Rep is responsible for meeting or surpassing the expectations of every Guest by providing a friendly, safe, efficient, and engaging experience while engaging with Guests throughout the exhibition. Duties include: completing accurate and efficient point of sale transactions, increasing revenue opportunities through up-selling techniques, maintain and control an even flow of all visitors, advancing Guest's knowledge and answering questions, and maintaining a clean, safe, positive environment for all Chihuly Garden and Guest Team Members, Guests, and art.

PRIMARY FUNCTIONS:**We Create our Future. Today**

- Promote a clean, positive, courteous, and professional attitude and appearance to all Chihuly Garden and Glass Exhibition Team Members and Guests.
- Be a communications specialist: interface with Guests in all public facing areas along the Guest journey. Greet and converse with Guests in a friendly and outgoing manner.
- Always remain respectful and courteous.

Own It

- Be a safety officer: see something, say something. It's the responsibility of every Team Member - own it. Ensure social distancing policies are followed with Team Members and Guests.
- Maintain a high level of security at all workstations in accordance with company policies and procedures.
- Support access control- Assist in ticket redemption and timed ticket facilitation.

Take Care

- Ensure cleanliness and participate in cleaning of work area and as assigned.
- Take steps to ensure proper social distancing between Team Members and Guests.
- Incorporate and support initiatives that improve overall health and wellness.

Be Open, Help People Grow

- Assist in the ongoing training of fellow Team Member s in the operation in the Guest Services Flex position.
- Work successfully with both a diverse Team and Guests.

Work Smarter, Not Harder

- Be intentional in understanding the process, procedures, and systems. Continuously look for opportunities to improve efficiencies, incorporate and share key learnings.
- Accurately process transactions through a point of sale system for admissions packages and retail transactions. Make recommendations of packages and items to meet Guests' needs.
- Assist in opening and closing exhibition department routines including cleaning and sanitizing of the exhibition. Set your Team Member s up for success!

Life is too Short

- Anticipate and Connect- Be informed of scheduled group reservations and any special needs that may need to be addressed
- Collaborate and create segues to each experience along the Guest journey.
- Focus on solutions, not on frustrations.

Big Legacy, Small Footprint

- Do your part to minimize and reduce waste, conserve resources, operate efficiently, and protect air and water quality.
- Participate in community outreach opportunities.
- Lead by example and assist Guests and Team Member s in responsible practices.

We Innovate, Be Iconic

- Approach the experience through the lens of the Guests and apply our Brand filters.
- Provide information about the Chihuly Garden and Glass Exhibit, other attractions, Seattle and the surrounding area.
- Any other responsibilities defined by management.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- Proven great Guest service skills.
- Professional appearance and attitude.
- Ability to effectively communicate using the English language.
- Strong initiative, multi-tasking, and decision-making ability.
- Effective problem-solving techniques and troubleshooting capabilities.
- Competent in general principles of mathematics.
- Team player attitude.
- Ability to react quickly and correctly in a fast-paced environment.
- Comfortable working with a diverse population.
- Proven cash handling experience.

- General computer literacy.
- Comfortable following company social distancing and PPE requirements (including wearing a mask for entire shift) with or without reasonable accommodations.
- Comfortable participating in wellness checks including Covid19 testing, and temperature checks during the pandemic.
- Ability to lift 25 pounds, use manual dexterity entire shift, stand for long periods, and work in confined space with or without reasonable accommodations.