

# FLINT CULTURAL CENTER CORPORATION

601E. Second Street

Flint, MI 48503

## Job Posting

**Job Title:** Guest Services Assistant Manager  
**Location:** Sloan Museum/Longway Planetarium/Courtland Center  
**Reports To:** Guest Services Manager  
**FLSA Status:** Non - Exempt

**\*Part – Time position that will be required to work weekends as well as weekdays.**

### Job Description and Qualifications:

#### GENERAL DESCRIPTION

The Guest Services Assistant Manager serves as an assistant to the Guest Services Manager. Duties include assisting the Guest Services Manager with the day to day operations of the retail store and ensuring customer needs are met, complaints are resolved and service is quick and efficient. This position oversees the operation of facilities during the absence of the manager and is responsible for opening and closing the facilities as well as cashing out sales at the days end.

#### RESPONSIBILITIES

- ❖ Maintains store appearance and product presentation.
- ❖ Opens and closes building when needed. Sets alarms as required.
- ❖ Closes out cash drawer, completes daily reports, has access to the safe to provide change for front desk operations.
- ❖ Tracks inventory, maintains appropriate records, and places orders for merchandise as needed.
- ❖ Verifies bookwork and deposits, and delivers the completed bookwork to the Administrative Assistant when the Guest Services Manager is not present.
- ❖ Assists the Guest Services Manager with the monthly staffing schedule, including the requests and needs of other departments (example: school groups, rentals and events).
- ❖ Supervises Guest Services Key holders and Associates when Guest Services Manager is not present.
- ❖ Carries out or oversees all of the duties of the Keyholders and Representatives as needed. This includes:
  - ✓ Collects admission fees and handles gift shop sales
  - ✓ Oversees daily operations of work areas
  - ✓ Provides visitors with information as needed
  - ✓ Prepares facilities for the business day
  - ✓ Conducts regular walk around the facility to ensure Gallery spaces are in working order and presentable.
  - ✓ Assists other departments as needed, whenever possible.
  - ✓ Ensures visitors receive the highest quality of service possible.

#### QUALIFICATIONS/SKILLS REQUIRED

- Excellent customer service skills
- Experience using POS registers and handling money
- Strong communication skills, both verbal and written.
- Ability to work well without direct supervision in a team environment

#### EDUCATION AND/OR EXPERIENCE

High School Diploma Required. 2 years of college preferred and/or equivalent of retail and customer service experience.

**Apply To:** Email Resume to [hr@fcccorp.org](mailto:hr@fcccorp.org) OR mail resume including references to:  
Flint Cultural Center Corporation  
Attention: Human Resources  
601 E. Second Street, Flint, MI 48503

**Date Posted:** 10.24.18    **Posting will remain active until filled**

**The Flint Cultural Center Corporation is an Equal Opportunity Employer**