

Flint Cultural Center Corporation

601 E. Second St.

Flint, MI 48503

Job Posting

Job Title: Guest Services Keyholder
Location: Sloan Museum, Longway Planetarium, Courtland Center
Reports To: Guest Services Manager
FLSA Status: Non-Exempt - *Part-Time Position

GENERAL DESCRIPTION

The Guest Services Keyholder serves as an assistant to the Guest Services Manager. This position oversees the operation of facilities during the absence of the Guest Services Manager and is responsible for opening and closing the facilities. The Keyholder is responsible for cashing out sales at the end of the day and in completing daily reports accurately. The Keyholder is responsible for making sure that the visitor receives the highest quality of service possible. This position is part time and works primarily weekends.

**Job Description
and
Qualifications:**

RESPONSIBILITIES

- Opens and closes building. Sets and turns off alarms as required.
- Assists Guest Services Manager by overseeing daily operations of work areas.
- Closes out cash drawers. Completes and ensures accuracy of daily reports at end of workday.
- Supervises when Guest Services Manager is not present.
- Carries out or oversees all of the duties of the Guest Services Representative as needed. This includes:
 - Collects admission fees and handles gift shop sales during regular business hours and during after-hours special events.
 - Assists patrons in late seating in Planetarium or to seating areas for workshop or special programs.
 - Provides visitors with general information in a friendly, courteous manner, in person or over the phone.
 - Prepares facility for the business day, including setting up hands-on galleries, turning on lights and A/V equipment, and preparing for any special classes or events.
 - Conducts daily light cleaning, including dusting the gift shop and front desk, cleaning glass on front doors, emptying trash cans in visitor areas, and vacuuming. Detailed guidelines and procedures may be found at each facility.
 - Conducts regular walks around the building to ensure that gallery spaces are neat and clean and visitors are having a safe and enjoyable visit.

QUALIFICATIONS/SKILLS REQUIRED

- Excellent customer service skills
- Experience using POS registers and handling money
- Excellent communication skills
- Strong initiative
- Ability to work well within a team environment
- A positive, friendly, demeanor

EDUCATION AND/OR EXPERIENCE

- High School Diploma required
- 2 years of college preferred

Apply To: Email hr@fcccorp.org or mail resume, cover letter and references to:
Guest Services Keyholder
Flint Cultural Center Corporation
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Flint, MI 48503

Date Posted: 10/09/18

The Flint Cultural Center Corporation is an Equal Opportunity Employer