

JOB TITLE: Guest Services Flex

GENERAL POSITION SUMMARY:

The Guest Services Flex representative will surpass the expectations of every Guest by transforming moments into an experience of a lifetime while consistently exhibiting a high level of positive energy that models and supports friendly, safe, efficient, and engaging experiences.

Duties include: completing accurate and efficient point of sale transactions, increasing revenue opportunities through up-selling techniques with ticket sales and retail purchases, 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 Space Needle Guests and Team Members.

PRIMARY FUNCTIONS:

We Create our Future. Today

- Promote a clean, positive, courteous, and professional attitude and appearance to all Space Needle 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.
- Help answer questions as Guest come off the Elevator and helping queue Guest before for their trip down.
- Assist in the restocking of all retail spaces.

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 Members 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 department routines including cleaning and sanitizing. Set your Team Members 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 Members 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 Space Needle, 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 and gloves when handling merchandise) 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.