

GUEST SERVICES MANAGER (Part-Time)

The Martin House is looking for a dynamic Guest Services Manager to join our team. This position is responsible for providing gracious and consistent customer service to those who visit the Martin House. If you enjoy creating and maintaining an exceptional customer experience, this position is for you.

The Guest Services Manager is responsible for:

- Managing and scheduling the Guest Services staff
- Working with Director of Programs to plan tour season
- Entering and managing tours in Vendini, our ticketing software
- Monitoring and responding to posts on TripAdvisor, Yelp, and other tour related websites. Updating Martin House website, Google and Visit Buffalo Niagara with tour information.
- Ensuring operational policies are followed to secure and protect this National Historic Landmark
- Documenting procedures and creating concierge resources for tour visitors
- Liaise with staff, volunteers and guests as regards to the tour program, rentals, special events and educational programs
- Managing VOX audio system
- Greeting and welcoming visitors
- Taking phone and walk up reservations
- Monitor Comment Cards, Surveys and Info emails
- Creating, setting and delivering a level of service which all staff will model and be held accountable for
- Cash management and accurate group tour payment and membership processing
- Becoming a certified docent so as to provide tours, when necessary
- Maintaining a clean, business-like front-of-line work environment and visitors center
- Assist with other duties as assigned

The Martin House is a fast-paced environment and the Guest Services Manager is tasked with anticipating guest needs and ensuring all visitors have a memorable experience. The ideal candidate will have a college degree or equivalent experience and proficiency with Microsoft Office. Previous customer service and management experience required. Tourism or museum experience an asset. The preferred candidate should be detail oriented, organized, self-motivated, flexible, and able to work well in a team setting. Additionally, the candidate should possess excellent communication skills (both oral and written), customer service skills with conflict resolution experience, and have proven experience managing and completing tasks efficiently and effectively. The Guest Services Manager must be available to work weekends, and to adjust hours seasonally in alignment with visitation levels and tour schedules. This position is budgeted at 75% of full-time and is a part.

The Martin House is an equal opportunity employer.

Please send your cover letter, resume and pay rate requirements to hr@martinhouse.org