

**Guest Services Associate  
Success Map**

**Job Title:** Guest Services Associate

**Reports To:** General Manager

**Position Overview**

Reporting to the General Manager, a Guest Services Associate is a part-time, hourly member of the team responsible for providing professional and friendly service for visitors and managing daily front desk operations.

**Focus Area 1: Customer Service and Sales**

Success Statement: Visitors to the AcA must feel genuinely welcome, receiving effective and friendly service at all times.

Performance Standard:

- Greet incoming visitors and provide general knowledge of the organization, facility, and programs.
- Operate the multi-line phone with a high degree of professionalism, answering inquiries, routing calls to the correct department/person, selling tickets over the phone, and following up with patrons, as needed.
- Efficiently conduct box office sales by phone and in person through AcA's ticketing platform Choice.
- Maintain an understanding of AcA's programs, especially ticketed performances, fundraising events, summer camps, workshops, and more.
- Work evenings and weekends as needed and scheduled, including performances, private rentals, Second Saturday ArtWalk, Student Arts Expo, Gulf Brew, and others.

**Focus Area 2: Front Desk Management**

Success Statement: The front desk is part of a tidy, professional front of house operation that ensures that AcA property, equipment, and customers are treated with the utmost respect.

Performance Standard:

- Provide oversight of the front of house while the building is open to the public.
- Report unsafe conditions, cleaning and maintenance needs, and suspicious activity to the Facility Manager to ensure a clean, safe environment for all.
- Settle daily sales with the supervisor and keep an accurate and balanced cash bank at all times.
- Understand and operate various sales platforms (Square, Eventbrite, ChoiceCRM), and input customer information with extreme attention to detail and accuracy.
- Communicating with other AcA staff using multiple programs and platforms; Sling, Basecamp, GSuite, etc.
- Perform other duties that may arise related to the management of the AcA front of house.

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**Qualifications**

- Must be a team player
- Must have a flexible schedule
- Ability to work well under pressure
- Ability to work independently
- Superior communication skills
- Comfortable with technology and being able to use a variety of programs; GSuite, Microsoft, ChoiceCRM, Salesforce and others
- Experience in customer service a plus, but not required