


JOB DESCRIPTION	JOB TITLE: UOP Guest Services Supervisor	
	Job Location: Utah Olympic Park Reports to: Public Programs Sr. Manager Function Area: Guest Services	Position Code: 803 Pay Grade: 5 Type: Full Time Hourly

Job Title: UOP Guest Services Supervisor

Purpose:

The primary responsibility of the UOP Guest Services Supervisor is to lead in providing exceptional guest experiences at a venue known for excellent customer service. As a Supervisor at a world class facility, the Guest Services Supervisor will be responsible for assembling and leading an enthusiastic team in providing excellent customer service in a unique and dynamic environment. The Guest Services Supervisor plays an integral role within the organization and is key to communication among all departments. The Guest Services Supervisor maintains a high degree of professionalism and is an effective role model upholding a positive and upbeat work environment.

Key Responsibilities and Duties

Administration of UOP Guest Services

- Provide an exceptional guest experiences by continually developing, training, updating, and implementing customer service standards
- Create and implement training manuals/practices for Guest Service Representatives
- Responsible for day-to-day oversight of museum
- Responsible for opening and closing till amounts, deposits and safe counts
- Ensure phone calls are being answered promptly
- Provide hands on assistance to GS staff while working front desk, giving tours, etc.
- Ensure all company policies/procedures are followed
- Ensure adequate staffing levels at all times while keeping within a specified budget
- Supervise employees by enforcing policies/procedures by documenting disciplinary actions and performance evaluations
- Assist in creation and oversight for GS Dept budget planning, development, and implementation
- Regularly review and update the UOP phone system and review the UOP website
- Create and foster a positive work environment for all Guest Services employees
- Conduct regular staff meetings with Guest Services staff
- Other job duties as assigned

Setup, Operation, and Maintenance of Point of Sale (POS) systems


- In conjunction with accounting, system administrator and IT services oversee the setup, organization, implementation, and ongoing maintenance of the POS systems for all areas
- Update POS systems as necessary

UOP Public Activities

- In conjunction with the Public Programs Sr. Manager continually evaluate and refine existing and new opportunities for UOP public activities
- Review and refine public activity presentations (tours, comet rides, Olympic Museum, etc.)
- Ensure areas in the GS Dept are clean, safe, and presentable at all times

Other Duties As Assigned

- Participate in International and National level events Organizing Committees as needed

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Required Knowledge and Essential Skills

- Minimum of a Bachelors degree in Business, Hospitality, Facility Management or related field and /or minimum two years experience in a related field
- Strong leadership and supervisory skills
- Proven ability of simultaneously managing multiple, complex issues
- Proven decision-making and responsible delegation of responsibilities
- Superior communications skills
- Understanding of planning processes, and proven capability of managing such a process
- Established attention to detail
- Proven ability in training and leading large, multi-function groups in an integrated operation
- A proven team player

Minimum Qualifications

- Flexible work schedule – must be available to work days, weekends and holidays

Environmental Job Requirements

- Ability to work outdoors in all temperature/weather extremes

Physical Requirements

- Ability to lift 30 pounds
- Must be able to sit or stand on feet for extended time
- Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus
- Hearing – to converse with others in a normal conversation
- Balancing, bending, climbing, kneeling, walking, pushing, reaching above shoulders, and sitting

Required In-House Training

- UAF Orientation
- Sexual Harassment
- Drug & Alcohol
- Hazardous Communications Program
- Other training as required

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of the job description at any time without prior notice.