

Guest Services Manager

Summary

Manage all operational, administrative, and liaison activities associated with the service of guests of internal and community events held at SCERA. Organizes and coordinates the day-to-day activities for all guest services duties, including projectionists, box office personnel, and night managers. Full-time position.



Duties & Responsibilities

Interacting and helping guests and volunteers, overseeing front-of-house staff, answering questions, processing orders, ticketing, answering phones, inventory, and front desk and concessions staffing. Manage all box office and concessions activity, processes, and procedures including season ticket, single ticket, and group sales, telemarketing campaigns, and guest correspondence. Responsible for overseeing, coordinating, and participating in box office operations to ensure that the box office provides the highest level of customer service. Maintains positive customer relationships by utilizing exemplary customer service skills and knowledge of box office and SCERA policies and procedures to ensure optimal customer experience. The Guest Services Manager is on the “front line” interacting with our guests and volunteers and providing for their needs during all types of events. As part of this team, the Guest Services Manager will represent the quality that SCERA strives for with all who interact with us.

- Answer all customer questions with accuracy and confidence
- Supervise volunteer and staff during a variety of events and performances
- Work and/or supervise events at box office, and projection booths as needed
- Processing season ticket, single ticket, group, and exchange orders daily, including database entry and record keeping
- Settle and close box office(s) daily
- Master all aspects of SCERA's ticketing software including ticket programing, data management, reports, and queries. Set up and manage input of each season's prices, packages, discounts into the ticketing system and maintain a clean and updated database. Also master all aspects of Projectors, programing, etc.
- Concessions inventory and ordering
- Manage financials including daily reconciliation of all box office, and concession sales revenue, and oversee the preparation of deposits to ensure 100% accuracy in sales reporting
- Oversee the hiring and training of all front of house personnel
- Communication & coordination with Marketing & Operations Manager
- Perform miscellaneous duties as assigned

Knowledge, Skills & Abilities

- Highly motivated self-starter, hard worker, with a high energy level; a “doer” with willingness to work hands on in assisting customers and staff
- Excellent customer service and phone skills

- Able to demonstrate sound judgement, integrity and ethical behavior in all daily activities
- Able to work flexible hours including nights, weekends and holidays as needed
- Knowledge of supplies, equipment, and/or services, and ordering and inventory control
- Skilled in computer programs, including Microsoft Suite, Google drive, & general computer literacy
- Able to communicate effectively, verbally and written. Organizing and coordinating skills
- Able to work effectively with minimum supervision and positively with others
- support the volunteer program and coordinator, including orientation, training, and scheduling
- Ability to analyze and interpret the needs of customers and offer appropriate solutions
- Ability to handle multiple, simultaneous, tasks, and projects
- Knowledge of all facets of front-of-house theater management, and guest support services
- Ability to foster a cooperative work environment
- Ability to train and supervise staff and volunteers. Able to supervise and train employees including organizing, prioritizing, and scheduling work assignments; evaluating performance; and mentoring volunteers to achieve maximum productivity

Minimum Job Requirements

- A good team player with the ability to keep guests satisfied under a wide variety of circumstances
- Excellent organizational skills and attention to detail
- Degree or equivalent training and experience
- Experience directly related to the duties and responsibilities specified
- Demonstrates a commitment to SCERA's values, and family work culture
- Enthusiasm to learn and grow in a fast-paced environment
- Must be available to work some evenings, weekends, and holidays
- Work may be performed in our Main Office, SCERA Center, or SCERA Shell
- Must be able to lift minimal amounts, some physical effort required
- Successful applicants must pass a drug screening and background check

COMPENSATION

Position is full time, salaried, with benefits, and pay will be determined/based on experience

Please send resume to:

Adam Robertson, President & CEO
 SCERA
 745 South State Street
 Orem, Utah 84058
adam@scera.org