**Position:** Assistant Guest Service Manager

**Reports To:** Guest Service Manager

**Summary:** Responsible for ticket sales, processing cash, credit card and check sales. Maintain inventory of all supplies. Balance cash register and maintains appropriate sales records. Verify store associate cash drawer.

**TO APPLY:** Email [eferguson@coxsciencecenter.org](mailto:eferguson@coxsciencecenter.org)

**Duties and Responsibilities**

Include, but are not limited to the following:

1. Retrieves cash drawers from safe for front desk and store.
2. Waits on ticket office customers and sells planetarium, laser, golf and special event tickets.
3. Informs public of membership opportunities and sells accordingly.
4. Answers telephone calls, provides information on events, current exhibits, planetarium and laser shows and assists patrons with information.
5. Trains and manages guest service staff on various aspects of customer service and work performance standards.
6. Processes cash, credit card and check payments through front desk registers and ticketing system for all departmental revenue and current sales.
7. Balances registers and makes daily ticket sales reports as appropriate.
8. Inventories all supplies and report orders to Guest Service Manager.
9. Arranges break relief for front desk and store throughout day.
10. Assists with private rental and birthday inquiries, tours, and bookings.
11. Adheres to the policies and procedures of the Center.
12. Other duties as required to fulfill the duties of the position.

**Qualifications**

1. Demonstrated ability with computers.
2. Excellent oral and interpersonal communication skills; ability to maintain effective communication among staff and outside the Center, including good telephone manners and face-to-face skills.
3. Able to handle multiple, often simultaneous, tasks.
4. Tact, courtesy, enthusiasm and good judgment.