



Visitor Services Manager Job Description

Direct Supervisor: Deputy Director

Category: Part Time

FLSA Status: Non-exempt

Pay Type: Hourly

Pay Range: \$20.00/hour

Schedule: Varied, operating hours are 9:00-5:00pm, seven days/week

Our Visitor Services Manager would be responsible for managing all aspects of the Gift Shop & Ticket Booth. Those aspects of our Visitor Services Team would report directly to this position and is responsible for helping to make the visitor experience exceptional. Training the team to work individually or with team members, this position would exemplify our concierge customer service. A general knowledge of the estate as well as being aware of our schedule of events will be necessary to train and answer questions.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty (listed below). Must be able to stand for extended periods of time. Computer skills necessary to operate Point of Sale and manage merchandise ordering. Reasonable accommodations may be made to enable individual with disabilities or difficulty to perform the essential functions.

Essential Duties and Responsibilities include but are not limited to:

- Greet all guests in a professional and friendly manner
- Demonstrate excellent customer service and sales skills
- Provide visitors with general information about Castle in the Clouds and surrounding area, including programs and events, daily operations, and general area directions
- Help create a positive experience for employees & visitors
- Manage Visitor Services Staff Schedules
- Manage retail sales (cash & credit card) using point of sale system
- Manage inventory and discuss reorder points with Deputy Director when stock is running low
- Open and close Gift Shop and Ticket Office
- Manage the organization and cleanliness of the Gift Shop on a daily basis
- Ensure that all merchandise is presentable, ticketed and well stocked
- Additional duties as assigned by Executive Director, Deputy Director, or Manager on Duty

Education/Experience

- High school diploma -or- 6 months related experience is preferred
- Experience handling credit card and cash transactions

Skills/Abilities

- Strong oral & written communication skills
- Strong customer service skills
- Strong sense of public relations
- Ability to listen & learn, and then execute instructions
- Ability to manage a team, problem-solve quickly and on the go
- Ability to work well independently or with team members in a fast paced environment

Employment Type: Part time, Seasonal

Interested applications should send a resume with references to:

Castle in the Clouds Attn: Deputy Director, PO Box 687 Moultonborough, NH 03253 or email to deputydirector@castleinthecLOUDS.org