



Position Title: Guest Services Manager
Department: Guest Services
Location: Santa Fe, NM
Pay Range: \$53,000 - \$60,000
Hours: Full-Time, Exempt

Position Summary

The Guest Services Manager oversees the front desk and arrival experience at the O'Keeffe Museum's Santa Fe location. He/she/they directly oversees the Santa Fe Guest Services team, as well as collaborating with other front-facing Museum teams to create an outstanding, holistic guest experience, including customer service and cross-team training.

Responsibilities include but are not limited to

Santa Fe Guest Services

- Supervise and support the Santa Fe Guest Services team to ensure positive, efficient interactions relating to ticketing and admissions, group bookings, and facility rentals.
- Oversee functioning and updating of admissions systems and equipment, including recorded visual and digital visitor communications.
- Oversee the on-site check-in process at the Santa Fe Museum, including printed and electronic signage and line management, to create an intuitive, efficient check-in experience.
- Manage the Guest Services departmental budget.
- Coordinate Guest Services staff hiring, scheduling, training, and performance evaluation.
- Ensure a welcoming and safe environment for visitors and staff.
- Collaborate with leaders of all front-facing teams in Santa Fe to create a unified visitor experience at the Santa Fe Museum.
- Collaborate with leaders of all front-facing teams in Abiquiu to create a unified visitor experience at Abiquiu sites, considering appropriate similarities and differences from the Santa Fe Museum
- Establish training guidelines and criteria to ensure a positive visitor experience
- Review visitation reports and visitor experience surveys to adjust and improve front-facing operations over time. Monitor and respond to visitor reviews and feedback as appropriate.

Special Projects or Additional Duties

- Complete special projects or additional duties as assigned, and consistent with the skills, training, level of responsibility and other requirements for this position

Background and Qualifications

- GED or HS diploma, Required
- Bachelor's degree in area of specialization, preferred but not required
- 3-7 Years' experience management in a front-facing hospitality environment such as a museum, hotel, spa, amusement park, or similar.

Skills and Abilities

- Superior customer service and interpersonal skills with the ability to work with a wide variety of constituencies
- Highly organized and detail-oriented
- Able to work independently and handle multiple priorities
- Excellent written and oral communications
- Ability to work creatively and collaboratively in a team-based environment
- Demonstrated experience and excellence in creating outstanding guest experiences.
- Demonstrated experience developing and implementing defined training protocols.
- Strong leadership and management skills including planning and execution, coaching, and conflict resolution.

Benefits

This position is eligible for our full benefits package including medical, dental, vision, Life Insurance and Short/Long Term Disability, 403b retirement plan with employer match, museum membership, retail store discount, Employee Assistance Program, PTO, Paid Holidays and much more!

To be considered, please send your resume to:

Jobs@okeeffemuseum.org

The Georgia O'Keeffe Museum is an equal-opportunity employer and considers all candidates for employment based on such factors as knowledge, education, skill, experience, the ability to perform required activities and availability, and without regard to race, religion, color, sex, sexual orientation, age, ancestry, citizenship, national origin, disability or any other legally protected status.

Applicants must be authorized to work in the US for any employer, without needing sponsorship.