

# **GUEST RELATIONS SPECIALIST (Part Time Hourly Employee)**



## **Job Summary:**

The Country Music Hall of Fame and Museum is recruiting a seasoned Guest Relations Specialist to provide excellent customer service to insure a personal and pleasant museum experience for our guests.

Duties include serving as an ambassador for the Museum, RCA Studio B, and Hatch Show Print.

## **Role Summary:**

- Actively sell the museum, membership, Historic RCA Studio B, and Hatch Show Print Tour admissions along with other tour options and packages in order to meet department goals
- Assist, answer questions and navigate museum visitors throughout their visit
- Be able to provide information about not only the Museum but also Nashville as a tourist destination
- Operate Tessitura ticketing and reservation system to process walk-up sales, voucher redemptions, member and guest check-in, and refunds
- Follow all cash-handling protocols to ensure accurate and efficient sales transactions
- Work after-hours special events as needed

## **Key Qualifications:**

- Customer service is crucial!
- Communications, public speaking, and organizational skills are a must
- An open, friendly attitude and pro-active sales skills are also essential
- Prior customer service and cash-handling experience is required
- Versatility is key, as the ideal candidate must be able to multi-task in a fast-paced work environment
- Knowledge of the Nashville area and its music history is a plus.
- Fluency in a second language is a plus
- Must be able to stand for long periods of time and work a flexible schedule, including weekends and some evenings

To apply for this position, please e-mail your resume and cover letter to Dee-Dee Ogradny, Senior Guest Relations Manager at [dogrodny@countrymusichalloffame.org](mailto:dogrodny@countrymusichalloffame.org) or fax to 615-416-2058. No phone calls please.