

BEYOND Van Gogh

The Immersive Experience

We are seeking an Assistant Manager to help lead the floor team in the operations of Beyond Van Gogh: The Immersive Experience in Quad Cities. This is a unique, hands-on role encompassing team management and delivering an exceptional guest experience in a busy, high-volume environment. You will ensure that each guest receives excellent service while also guiding your team to exceed expectations by monitoring, coaching and mentoring them.

Customer Care

- Monitor Guest reception team to ensure they are warm, friendly and positive.
- Maintain a proactive approach towards customers.
- Lead by example of what Exceptional Guest Experience means for the team.
- Respond appropriately to customer complaints, escalate when necessary
- Ensure the interior and exterior of the venue are immaculate at all times, and all exhibit equipment are in good working condition as to not impact guest experience

Front of House Management

- Manage and coach staff with a lead by example approach.
- Coach and mentor the team in customer service standards, maintaining exceptional levels of Guest Experience.
- Ensure staff hours and breaks are adhered to, controlling labor costs according to set budgets.
- On site customer relations and critical thinking. Collaborate with the General Manager to be the Guest Experience leader, ensuring team members maintain excellent standards.
- Collaborate with General Manager in areas of risk management, physical security (health & safety).
- Supervise opening and closing procedures and general preparation for patrons being on site.

Box Office & VIP

- Become skilled and knowledgeable in ShowClix Ticketing systems and scanners, and act as the team's first point of contact on ticketing queries or issues that need to be escalated.
- Collaborate with the Retail Manager to monitor and manage VIP Merch items, control the inventory and establish systems for daily preparations.
- Become the Team Trainer and resident expert in the operations of our Virtual Reality Experience.

- Monitor and control the venue's Guest List.

Ensure Compliance

- Maintain accurate timesheets to achieve labour targets.
- Motivate team to help implementation of quality standards and productivity goals.
- Ensure that the various Guest touch points in the Front of House area operate smooth and efficiently with a focus on the Guest Experience.
- Ensure safe working conditions

Experience

- Ideally 2-3 years of direct customer service and team management.
- Event Management or Hospitality experience is a bonus.
- Demonstrable history of working in a high volume environment.

Skills

- Ability to deliver customer service that meets or exceeds the customer expectations
- Experience with the implementation of systems and policies with regards to Guest Experience
- Strong organizational skills
- Strong interpersonal skills
- Team-building skills
- The ability to work a flexible schedule including weekends and evenings

This position plays a critical role in the success of our overall operations, therefore teamwork, communications, analysis, judgment, a can-do attitude, problem-solving, and professional and personal development are core competencies.

Position Details:

- \$25/hour
- 20 – 30 hours per week in a physically demanding and fast paced environment
- A background in museum/gallery, retail or events would be beneficial, although these expertise are not a requirement to apply.
- Start date approx. 15 May 2023
- This is a temporary position for the duration of the exhibit's booking in Quad Cities.

Submit Resume and Application Letter to manager@vangoghquadcities.com
Subject Line: Application – Assistant Manager – Beyond Van Gogh QUAD CITIES

We thank all of those who apply but only those selected for an interview will be contacted.

