

Honolulu Museum of Art

JOB DESCRIPTION

Job Title:	Shangri La Tour Coordinator
Department:	Shangri La Tours
Supervisor:	Shangri La Tours Manager
Employment Status:	Full-Time
FLSA Status:	Non-Exempt
Work Hours:	Tuesday-Saturday 8:00am – 5:00pm
Issue/Reissue Date	02/09/2017

The Honolulu Museum of Art (HoMA) is an equal opportunity employer committed to recruiting and retaining a diverse, qualified workforce. The Museum strives to maintain a staff that works together to maintain its mission:

To bring together great art and people to create a more harmonious, adaptable and enjoyable society in Hawai'i.

Our Vision: To be a world-class institution with great collections of art and leading education programs. We will reflect changes that are happening in Hawaii, Asia and the world. Conceived as an institution that would make Hawai'i an even better place to live, the Honolulu Museum of Art (HoMA) is committed to showcasing the highest quality art from around the world for the benefit of residents and visitors. Art and Education are central to the museum's mission, with 299,000 people visiting each year and 36,900 students participating in school programs both at the museum and throughout the community. The museum's art collection has grown into one of the most extensive in the United States, with a special emphasis on works of art that reflect the diverse communities that call Hawai'i home.

Job Summary:

Assists the Shangri La Tour Manager by taking tour reservations, coordinating guide and driver work schedules, assists in processing payroll for Shangri La staff, office organization, maintaining tour statistics, greeting and checking visitors in as they arrive for tours, able to problem solve creatively and efficiently. Provides excellent customer service to a diverse audience at all times.

Minimum Qualifications:

- College Degree and 1 year experience in travel industry or other customer service, or equivalent combination of education and experience.
- Excellent communication skills, including written, verbal and customer service skills. Ability to relate to and assist a wide diversity of people, including elderly visitors with special needs; to greet visitors in a courteous and helpful manner and to remain calm and composed under pressure.
- Working knowledge of Word, Excel and databases.
- Ability to problem solve creatively and efficiently.
- Able to work independently and well as a team member.

Desired Qualifications:

- A minimum of 3 years of demonstrated success in the customer service industry.
- Knowledge of Outbound and Tessitura ticketing system.
- A professional demeanor, ability to work well with others with respect, humility and a sense of humor.
- Understanding of Honolulu Museum of Art's established identity and dedication to maintaining it.

Essential Duties:

- Primarily responsible for answering telephone, email, voice mail and walk-in inquiries regarding Shangri La tours. Books reservations, answers questions, and assists in making special needs arrangements as necessary. Returns all calls and emails promptly and courteously.
- Greets and checks visitors in for tours at the front desk and in the Palm Courtyard in a courteous, pleasant and professional manner. Answers questions about the tour, Museum, Museum Café, Museum Shop and Spalding House.

- Using the Outbound computer system, books tour reservations, generates tickets and creates reservation confirmations. Prepares and mails/emails ticket confirmations in a timely manner. Always seeks to provide requested reservation times when possible, follows up with wait listed customers as soon as a time slot becomes available.
- Processes reservation fees by credit card, check and cash. Transmits daily receipts to accounting.
- Interacts with a diverse group of people in a highly professional manner.
- Solves problems efficiently while keeping the needs of the visitor, and the policies of the museum and Shangri La in mind. Refers complicated or acute problems, if unable to solve, to the Shangri La Tour Manager, Manager of Visitor Services, or Security as necessary.
- Works as a team member with museum and Shangri La staff to provide the best possible tour experience for the visitor.
- Seeks to ensure the safety and comfort of the visitors as they wait for, board, and exit the Shangri La bus at the museum.
- Compiles various reports as needed or requested using the Outbound system, Excel and Microsoft Word programs.
- Assists the Visitor Services Department as needed.
- Coordinates tour schedules with the Shangri La bus driver.
- Other duties as assigned.

Traits and characteristics:

The successful candidate should demonstrate an ability to initiate and sustain momentum without close supervision. Exhibiting a polished presence, diplomacy, discretion and a deep respect and understanding of the museum and its brand.

Working Conditions and Atmosphere:

This position works with minimum supervision. Work is in a normal office environment as well as outdoors. Must be able to move across uneven walkways, escort visitors to the bus in the parking lot. Must be able to fingers and hands to manipulate keyboards, office machines, and small and large objects. Noise level is normal. Ability to hear normal conversation on the phone and in person. Vision requirements are the ability to see a CRT screen, and identify people close up and at a distance. Ability to speak clearly and audibly.

_____	_____
Department Approval	Date
_____	_____
Employee Signature	Date
_____	_____
Human Resources	Date

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Honolulu Museum of Art is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.