

**KERN COUNTY SUPERINTENDENT OF SCHOOLS  
APPROVED AUGUST 2023  
SALARY SCHEDULE: #85  
RANGE: 11.0  
CLASSIFIED MANAGEMENT – OVERTIME EXEMPT  
CODE: 2, 6, 8**

**GUEST SERVICES MANAGER  
CALIFORNIA LIVING MUSEUM (CALM)**

**DEFINITION**

The Guest Services Manager plans, directs and evaluates activities related to enhancing the guest and team member experience including the Gift Store, Events, Parking, Guest Assistance, and Public Safety.

**EXAMPLES OF DUTIES**

Prepare daily reports such as Fiscal, Attendance, Inventory, and Business Office;

purchase, maintain, and monitor inventory;

oversee office supply orders;

manage pricing and promote sales;

oversee cash handling procedures;

maintain weekly schedules of events and rentals;

oversee re-structure and design;

ensure merchandise is up to date and keep track of trending items;

answer phones as well as handle other communications;

carry out hiring of staff and facilitate training;

assume a leadership role in Guest Services for CALM;

provide direct oversight of GSEA team;

schedule staffing for events;

ensure zoo maps are up to date;

coordinate field trips to the CALM;

plan events in coordination with the Volunteer and Community Engagement Facilitator;

expand and maintain Reciprocal Membership Agreements;

perform member outreach duties;

provide customer service and communicate with the public;

utilize venue management software;

coordinate with Zoo Curator for animal intake procedures;

coordinate with Zoo Facilities and Operations Manager for project/grounds needs.

## **QUALIFICATIONS**

### Knowledge of:

Practices of inventory management;

principles and practices of supervision;

up to date practices as relates to merchandise;

budget management practices.

### Ability to:

Communicate clearly and concisely, both orally and in writing;

establish and maintain cooperative working relationships;

prepare and maintain reports and records;

lift 50 lbs. on a regular basis;

supervise and train assigned staff to ensure outstanding service;

Work closely and communicate regularly with other managers to maximize the guest experience in accordance with the Zoo's Mission and Values.

### Experience:

Three (3) years of increasingly responsible experience in the oversight of a retail establishment. Prior experience supervising employees preferred.

### Education:

High School diploma or equivalent.

### Conditions of employment:

Passage of a pre-employment medical assessment;

current tetanus;

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position is overtime exempt and has a probationary period of one year.

MG: tj

7/27/2023

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