

Space Center Houston Guest Operations Supervisor

The mission of Space Center Houston is to inspire all generations through the wonders of space exploration. We aspire to be the leading science and space learning center in the world. Owned and operated by the nonprofit Manned Space Flight Education Foundation, we are the Official Visitor Center of NASA Johnson Space Center. The center features more than 400 space artifacts, hands-on interactive educational exhibits, and robust youth programs interpreting the exciting future and remarkable past of America's human spaceflight program.

We are currently seeking a full-time Guest Operations Supervisor responsible for providing a consistently high quality guest experience for Space Center Houston guests in support of the Center's mission. Responsibilities and qualifications are shown below:

POSITION RESPONSIBILITIES

- Responsible for the daily operations of the Center ensuring a quality guest experience that exemplifies Space Center Houston service values.
- Serve as Duty Manager as scheduled including daily openings, operating and closing responsibilities. Additional responsibilities as Duty Manager include assessing daily staffing levels; responding to guest concerns, ensuring efficient guest flow; accommodating guests and special groups as needed, stepping in to assist with operational needs of the Center if required.
- Work closely with the Safety/Security Department to ensure a safe and secure environment for guests and crew.
- Work with JSC personnel including Center Operations, Security, Protocol Office (External Relations) and others departments as needed to ensure Tram Tour and Level 9 tours operate efficiently and effectively.
- Reporting any needed equipment repairs or replacement to appropriate departments through the work order system; regularly following-up on departmental maintenance issues.
- Consistently coach Guest Operations Crew Members in providing outstanding guest service.
- Along with all Guest Operations Supervisors, interviews and participates in the selection of candidates for open Crew Member positions.
- Work with the Human Resources Department on job performance and employee counseling issues. Seek input from Human Resources on significant crew member disciplinary issues.
- Responsible for documentation of departmental issues such as attendance/time keeping, schedule changes, crew member discipline, inventory, cash handling, and training documentation.
- Work in tandem with the other Operations Supervisors in the enforcement of company policies and procedures, standards of conduct, training initiatives, and other department wide programs.
- Responsible for crew and guest safety in emergency situations as well as knowledge of all evacuation routes and procedures for all areas of the department.
- Assume primary responsibility for Space Explorer department.
- Plan and attend regular crew member meetings to facilitate open communication about ongoing issues.
- Other duties as assigned.

POSITION QUALIFICATIONS

- A high school diploma with 30+ hours of college credit. Bachelor's Degree in Management, Business or a related field preferred.

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Manned Space Flight Education Foundation
Houston, Texas
April 2019

- A minimum of 5 years of experience in an operations role with a minimum of 2 years of supervisory experience. Hospitality, museum or service industry experience strongly preferred. Training, scheduling and cash handling experience also strongly preferred.
- Strong computer skills with proficient use of Microsoft Office Suite.
- Strong supervisory and decision making skills. Previous experience managing a large hourly employee workforce preferred.
- The ability to promote and teach outstanding guest service skills.
- Previous experience managing a budget preferred.
- The ability to create and maintain a positive team environment.
- Active listening skills with the ability to resolve conflict in a positive and effective manner.
- The ability to represent the Center in a professional manner to guests, crew members, JSC personnel and the external community.
- Strong interpersonal skills with the ability to communicate effectively (both written and oral).
- The ability to work well with all levels of management.
- Must be very self- motivated with the ability to know when to seek direction and guidance from direct supervisor and other members of management. Ability to work flexible hours including nights and/or weekends as needed.

Space Center Houston is an equal opportunity employer. It has a diverse and inclusive work culture with a creative, fun and collaborative environment.

Space Center Houston offers a competitive salary and benefits package.

To apply: Email resume to careers@spacecenter.org. For more information, contact the Human Resources Department at (281) 244-2150 or visit our website at <http://www.spacecenter.org/careers>.