



## Indianapolis Motor Speedway Museum Position Description

<b>Position Title</b>	Guest Services Manager
<b>Department</b>	Operations (Guest Services)
<b>Reports To</b>	VP of Operations
<b>Location</b>	Indianapolis Motor Speedway Museum, 4750 W. 16 <sup>th</sup> Street, Indianapolis, IN 46222
<b>FLSA Status</b>	Full-time, Exempt

### Organization Summary:

The Indianapolis Motor Speedway Museum is an independent 501(c)(3) nonprofit organization. While located within the track, the Museum is operated separately from the Indianapolis Motor Speedway. The Indianapolis Motor Speedway Museum brings to life the innovation, thrill, and cultural significance of motor racing at the Indianapolis Motor Speedway. Our vision for the Indianapolis Motor Speedway Museum is to ignite curiosity, spark discovery, and embrace tradition.

### Position Summary:

The IMS Museum will reopen in April 2025, welcoming guests after an 18-month renovation, transforming the Museum into a state-of-the-art facility. Reporting to the Vice President of Operations, the Guest Services Manager will be responsible for overseeing the Welcome Center and Photo Operations staff to provide and ensure the highest quality visitor experience and promote the Museum's mission and strategic goals in all activities. This person is responsible for developing and implementing procedures and managing the operations that enhance the visitor experience and raise earned revenue. This position will provide excellent guest service to internal and external clients, including but not limited to daily visitors, members, IMS Museum and Penske Entertainment sponsors, donors, VIPs, community organizations and all stakeholders.

### Specific Duties:

- Supervise all Guest Service Staff, including:
  - Welcome Center Attendants, selling Museum admissions, tours, special museum programming, photo experiences/retail, memberships, and providing information to the general public, both in person and by phone.
  - Photo Experience Attendants, stationed in the Tour Lounge, selling photo retail items, and assisting guests with photo experience stations.
- Schedule part-time staff to assure appropriate coverage of Welcome Center and Photo with regard to anticipated visitor levels of daily attendance, after hours, special events and rentals.
- Collaborate with the Tour Operations Manager, Ticketing and Reservations Manager, Volunteer Manager, Membership Manager and other administrative personnel to understand and communicate daily offerings of each department.
- Follow procedures for all monetary transactions for cost of goods sold, including running opening/closing financial reports, balancing of daily banks, and following protocols for reconciling cash donations, daily.
- Interviewing, hiring, onboarding and training of Welcome Center and Photo staff, ensuring the highest quality standards for customer service.
- Develop goals and objectives for Guest Service staff, monitor performance, conduct performance reviews for team members.
- Develop and implement training materials for point-of-sale software and retail sales processes.



- Understand the offerings of the local community as well as IMS to provide information to visitors.
- Handle guest inquiries and complaints in a timely manner.
- Conduct daily standup meeting with scheduled staff prior to opening.
- Be able to perform all duties of Welcome Center and Photo Operations staff to fill in during staff breaks and other times, as needed.
- Ability to work extended and flexible hours, including nights and weekends when the museum is open and/or during special events.
- Communicate with Admin personnel to order necessary supplies required for Welcome Center and Photo operations.
- Other duties as assigned.

#### **Qualifications:**

- Bachelor's degree or seven years industry experience equivalent, preferred.
- Significant, proven experience in customer service, retail or hospitality industries.
- Supervisory or managerial experience of at least 3 or more staff members at a time.
- Highly self-motivated, well-organized with the ability to multitask in a fast-paced, team environment.
- Ability to think and react quickly to resolve problems in real time.
- Exceptionally good oral communication skills, with an emphasis on interpersonal relations.
- Ability to work collaboratively with a variety of people with different skills and abilities.
- Working knowledge in Microsoft Office, Outlook, and Point of Sale applications.

#### **Physical Demands:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee will be regularly required to stand and walk within a limited footprint for extended periods of time.
- While performing the duties of this job, the employee will be regularly required to sit, talk, hear, reach, stoop, kneel, and use hands and fingers to operate a computer and telephone.
- Specific vision abilities required include close vision requirements due to computer work.
- Light to moderate lifting (11-35 lbs.) may be required.
- Regular, predictable attendance is required.

#### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

- Moderate to heavy noise (i.e., high traffic spaces with guests talking, sounds from displays).
- Flashing light exposure in certain areas.
- Ability to work in a confined area.

**Submit Resume & Cover Letter:** [museumjobs@imsmuseum.org](mailto:museumjobs@imsmuseum.org)

-end-

*Updated: 01/21/2025*