

**Job Title:** Guest Experience Director  
**Salary:** \$16.25-16.85, based on experience  
**PT or Full Time** Full Time (40 hours per week)  
**Benefits:** Health Insurance  
Paid Time Off  
Flexible Schedule  
Store Discounts

**Job Summary:**

Guest Experience Director will oversee programs directly related to enhancing the overall guest experience, to ensure each guest is treated fairly, equitably, and respectfully in their visit. Our ultimate goal is that each guest attending the tower and/or any related events have a positive and memorable experience with a desire to return and/or become ambassadors for the Golden Spike Tower.

**Major Job Responsibilities**

Oversee Part-Time Guest Rep & Event Staff training & schedules  
Recruit, interview and select Guest Rep & Event staff  
Maintain up to date Tour & Event Schedules  
Host special groups and tours  
Assist in preparing and planning of annual events  
Proposing & implementing new/creative monthly events  
Working with event vendors & volunteers  
Preparing progress reports  
Attentive to budgets and details.  
Assist with Solicitation of Sponsorships  
Assisting with Social media team  
Assisting customers via phone, email & in person  
Staff assigned to assist Marketing/Events Committee  
Assisting with displays and educational content throughout the building  
Research effective ways to enhance guest relations  
Oversee Volunteer Program