GETTYSBURG FOUNDATION	**DATE PREPARED OR REVISED** August 2026	**FSLA CLASSIFICATION** Exempt **ORGANIZATION LEVEL** Manager
Position Title Guest Relations Operations Manager	**Department** Guest Relations	**Reports to** Director of Guest Relations

Position Summary

The Guest Relations Operations Manager drives daily operational excellence and leads the entire Guest Relations team, including Assistant Managers. This role is central to optimizing workflows, fostering staff development and ensuring a world-class visitor experience. Key focus areas for this position include leadership, employee performance management, process efficiency and customer service.

Essential Functions

Leadership

- Proactively identify operational bottlenecks, resolve internal conflicts and motivate the Guest Relations staff.
- Create and maintain the Leader on Duty (LOD) schedule.
  Assist in the development and implementation of leadership standards and professional behaviors across the team.

Training & Development

- Develop, maintain and ensure daily adherence to Standard Operating Procedures (SOPs) and training guides, coordinating with the Director of Guest Relations for approvals.
- Ensure all training documentation is easily trackable and highly accessible for staff.

Employee Performance Management

- Supervise the Guest Relations Assistant Managers and frontline staff.
- Empower Assistant Managers to train, direct, coach and discipline employees as needed.
- Complete comprehensive annual performance evaluations for the Guest Relations Assistant Managers.

Efficiency

- Master the duties of staff across Ticketing, Theater, Cyclorama, Museum, Ticket to the Past, Bus Loop and Group Office areas to improve work processes, increase productivity and reduce waste.
- Coordinate seamlessly with other departments to troubleshoot basic technology systems and operational issues.
- Collaborate with Marketing to integrate events, programs, tours and other visitor experiences into broader visitation and promotional efforts, providing operational insight, visitor feedback and on-site coordination to support effective promotion and delivery.

Customer Service • Establish and implement robust customer service standards across the department. • Welcome and assist guests, ensuring all employees provide excellent customer service by modeling this behavior for others. • Partner with National Park Service staff to ensure a seamless and high-quality guest experience. • Perform other duties as assigned.
Qualifications & Requirements: • Minimum of 4 years of experience in customer service and leadership, with 8+ years preferred. • Exceptional interpersonal communication, customer service and leadership skills. • Bachelor's degree preferred.
Work Environment: • Ability to walk, sit and stand for extended periods (up to 8 hours) and operate standard office equipment. • Capability to efficiently multitask and adapt quickly to shifting priorities in a dynamic, high-volume environment.

This position description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee. The Gettysburg Foundation retains the discretion to add to or change the duties of the position at any time with or without notice.

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Employee Acknowledgement Date Supervisor Acknowledgement Date