



WEST TENNESSEE
DELTA HERITAGE CENTER
HOME OF THE TINA TURNER MUSEUM

A Music Heritage Destination and Cultural Center
I-40 at Exit 56 · 121 Sunny Hill Cove · Brownsville, Tennessee 38012

Job Title: Guest Relations Specialist
Reports To: WT Delta Heritage Center Director
Terms of Employment: Full Time

Job Summary:

Greet and assist guests with directions, information and recommendations; conduct tours and share the culture of rural West TN; help maintain the cleanliness of the Center; ensure brochure racks and calendars are kept current; always courteous and showing true Southern hospitality.

Essential Functions:

- Greeting guests
- Giving directions, answering questions about the region, conducting tours of the facility
- Encourage guests to experience Brownsville/Haywood County
- Maintain cleanliness of facilities
- Answer phones in timely and courteous manner
- Facilitate group sales and keep calendars current
- Assist with filing, data entry and other duties as assigned
- Work daytime, evening and weekend hours as necessary

Skills and Abilities:

- Communicate effectively with guests, both written and verbal
- Proficiency in Microsoft Word and Excel; familiar with Google Docs and Google Calendar
- Map reading skills
- Maintain confidentiality
- Handle multiple tasks simultaneously with frequent interruptions
- Deal with others in a professional courteous manner
- Maintain professional composure and handle stressful situations
- Follow department and City procedures
- Bilingual is a plus

Minimum Requirements:

- High school diploma or equivalent
- Valid Tennessee driver's license or equivalent
- Pass drug screen test
- Pass background check