

Delivery Program Photo & Experience Associate



INCUMBENT: Vacant
REPORTS TO: Sr. Manager, Corvette Delivery Experience
LOCATION: Bowling Green, KY
STATUS: Part-time, Hourly
DATE: Open Until Filled

DESCRIPTION

The Delivery Program Photo & Experience Associate supports the Museum Delivery Program by assisting with vehicle preparation logistics, customer delivery documentation, and creation of customer digital photo albums. This role captures and edits photography documenting the vehicle journey from arrival through final preparation, helping create a memorable keepsake experience for customers. The position also provides administrative and operational support to delivery hosts and the PDI team to ensure a smooth and exceptional delivery experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Photograph vehicles upon arrival during transport check-in to document vehicle condition and arrival.
- Photograph vehicles throughout the delivery process including transport arrival, PDI preparation, detailing, accessory installation, and vehicles exiting the PDI garage onto Corvette Boulevard.
- Perform light photo editing (cropping, lighting adjustments, minor cleanup) and organize, quality check, and distribute images for customer digital photo albums while maintaining proper file organization and archiving.
- Prepare delivery paperwork, maintain organized customer files, and update customer records in the Altru database.
- Assist delivery hosts with preparation for upcoming deliveries including assembling delivery materials and customer thank-you packets.
- Receive training and maintain proficiency as a Museum Delivery Host and Build Your Own Engine (BYOE) Host to provide operational backup support when needed.
- Assist with delivery experiences or BYOE programs during peak periods or when additional staffing support is required.
- Create key tags and inspect vehicles arriving from the GM plant or transport carriers, documenting and reporting any damage.
- Coordinate vehicle movement and transportation including fueling vehicles and transporting vehicles to Auto Armor, NCM Motorsports Park, transport pickup locations, or the GM plant for repairs as needed.
- Provide shuttle transportation for customers between local hotels, rental agencies, and the Museum, and assist with plant tour shuttle driving when needed.
- Assist with receiving, labeling, organizing, and tracking LPO and third-party accessories while maintaining accurate documentation and availability for delivery preparation.

- Maintain accessory tracking systems and coordinate shipment of backordered accessories to customers when they arrive.
- Coordinate delivery-related shipments and materials including notarizing documents, shipping packages, and distributing plaque packages, nameplates, and other delivery items.
- Support delivery program operations through inventory management, special projects, and participation in events such as car shows or group visits as requested.
- Responsibilities are not all-inclusive. Other duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent required.
- Existing knowledge of the Corvette, GM Bowling Green Assembly Plant, and/or National Corvette Museum preferred.

QUALIFICATIONS

- Must be an organized and detail-oriented individual who has strong interpersonal and communication skills to effectively communicate with individuals from diverse backgrounds.
- Capability to learn new material and information about the GM Bowling Green Assembly Plant and willingness to invest time to stay informed about the Museum, its exhibits and events.
- Ability to identify and resolve problems efficiently.
- Ability to speak comfortably and positively to the public in both a one-on-one setting and in a group setting.
- Must be able to work independently and under pressure in a fast-paced environment.
- Ability to manage a flexible work schedule.
- Ability to adapt and learn new technology.
- High level of commitment to team and company values.
- Valid state driver's license required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Must have sufficient mobility to move around the Museum, GM Bowling Green Assembly Plant, and community.
- Ability to stand and/or walk for extended periods of time.
- Ability to operate a computer and other office equipment.
- Ability to safely operate a motor vehicle.
- Ability to lift and carry up to 30 lbs.