**Visitor Services Associate**

Reports to: Visitor Services Manager

Status: Part-Time, Non-Exempt

Hours: TBD (evenings, weekends and holidays required)

Salary Grade: $13.00 an hour plus .50 increase after 6 months

# Job Summary:

The Visitor Services Associate will be responsible for ensuring quality visitor services in the Front of House areas (Front Desk, Admission/Ticket Sales, Concessions, Museum Store, Gallery Attending, and Facility & Event Host.)

**Essential Responsibilities:**

* Properly greet all visitors
* Interact pleasantly and professionally with visitors, members and VIPs, and Museum staff
* Handle multiple tasks simultaneously and prioritize accordingly; adhere to deadlines; and flexibility to handle shifting demands
* Front Desk – Provide up-to-date information to visitors; sell admissions, theater tickets, memberships, and Museum programs and events; Return phone messages within one hour; Open, close and balance registers; Help maintain the organization and cleanliness of the Front Desk and Lobby
* Concessions & Giant Screen Theater – Prepare and sell Concessions product; Sell and collect theater tickets from theater patrons; Maintain clean supply of 3D glasses; Clean theater between movies; Assist patrons in finding seats, lighting the way with flashlights if necessary
* Museum Store – Provide retain point of sale services to Museum Store customers; Restock merchandise and dust shelves; Provide information on Museum Store merchandise; Assist in processes and tagging incoming merchandise
* Gallery Attendant – Ensure that all gallery visitors are wearing proper admission wristbands/stickers; Maintain cleanliness and order for children play areas; Ensure the safety and security of Museum visitors, objects and exhibitions; Guide patrons to exits and provide other instructions and assistance in the event of an emergency
* Event & Facility Host – Assist the Patron Services Manager, Facilities Staff and the Rental Events Coordinator with table and chair set-ups for both internal Museum programs and rental events, as well as potentially serving as a host during the event
* General Information – Maintain a well-informed, working knowledge of the exhibits, programs and services available; Provide directions and general visitor information; Provide assistance for patrons’ special needs such as helping those with wheelchairs
* Ensure adherence to admission procedures, that outgoing information is current and current and accurate, and daily register is balanced.
* Participate in all mandatory training and updates as required (including all meeting and other materials containing updates)
* Other Front of House duties as assigned

**Minimum Qualifications:**

* 16 years of age
* Previous experience with cash handling and point-of-sale systems strongly preferred
* Previous experience in theater, concessions, and/or ticket sales strongly preferred
* An interest in working with the public, with the ability to interact pleasantly and professionally with visitors, members and VIPs, and Museum staff
* Must exude a positive attitude and embrace our Visitor Services Standards
* Ability to handle multiple tasks simultaneously and prioritize accordingly; Arrives on time, and adheres to deadlines and flexibility to handle shifting demands
* Must be available to work evenings, weekends, holidays and special events as required
* Must pass a criminal background and reference checks

# Physical Requirements (ADA):

* Ability to communicate and interact verbally, both in person and over the phone
* Ability to use computers and other office equipment effectively
* Repetitive motion - Substantial movements (motions) of the wrists, hands, and/or fingers
* Exerting up to 10 pounds regularly, up to 30 pounds of force occasionally and/or negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body
* Ability to climb stairs and/or ladders
* Ability to sit for up to 4 hours at a time
* Ability to stand/walk for up to 4 hours at a time during special events and/or assignments
* Visual acuity to determine the accuracy, neatness, thoroughness of the work assigned
* Requires reliable transportation and the ability to travel to and from job location

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee, and may include other duties as assigned.