



## **Museum Guest Services Specialist**

### **Part-Time Hourly Position**

**\$13.00 Per hour**

**General Objective:** This part-time position is responsible for providing world-class customer service to museum visitors, staff, and members. Primary to this task is greeting and orienting museum visitors with a cheerful and friendly approach. Guest service specialists will sell tickets to all museum venues, register participants in educational activities, and programs, and sell advance tickets for special events. Successful guest service specialists will use strong customer service and communication skills, multitasking ability, good judgment, patience and humor in order to assess and meet customer needs. Scheduling for this position is flexible and could include mornings, afternoons, evenings, weekends, and holidays.

### **Essential Functions/Duties:**

- Provide a pleasant and welcoming demeanor and atmosphere to all museum guests as they begin their visit to the museum;
- Provide information, conduct troubleshooting, and answer questions by phone and in person in order to deliver an excellent level of customer service to a variety of museum constituents;
- Maintain and provide accurately to guests general information on museum programs and offerings including but not limited to, admission fees, hours of operation, events and programs, directions, membership levels and benefits, school programs, and traveling programs, as well as knowledge and understanding of available museum software systems used in conducting transactions and reservations for guests interested in specialized offerings such as membership, school field trips, traveling programs and courses;
- Maintain operational readiness and orderliness of guest services front line areas to insure a professional and organized appearance to all guests
- Answer phones in a professional and pleasant manner / Transfer calls to the appropriate staff member;
- Operate cash register(s) in an accurate and efficient manner;
- Sell admission tickets, planetarium tickets, gemstone mining tickets, memberships and other revenue generating items in a professional, pleasant, informative, and accurate manner to ensure an excellent level of customer service to a variety of museum constituents;
- Accurately reconcile drawer at the beginning and end of the assigned shift;
- Provide administrative and logistical support, as needed to all Museum departments.
- Generate program scheduled;
- Successfully integrate administrative support activities with scheduling and sales duties;
- Use the Internet to acquire information about schools useful for program sales;
- Coordinate complex group schedules with availability of museum staff and facility resources;

## Knowledge, Skills and Abilities:

- Excellent customer service skills
- Familiarity with computer systems including Microsoft Office
- Cash handling expertise
- Strong communication skills; verbal and written
- Solid organizational and problem-solving skills
- Ability to work as a team player or on your own independently

## Education/Experience/Special Requirements:

Education and experience equal to graduation from high school. Excellent communication and customer service skills. Experience in customer service and cash handling required.

Work requires sitting and standing for long periods of time. Use of and viewing computer monitors for extended periods of time is required.

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

**Equal Opportunity Employer – M/F/H**