



Montshire Museum of Science Job Description

POSITION TITLE

Visitor Services Associate

DEPARTMENT

Development and Visitor Services

TITLE OF SUPERVISOR

Manager of Visitor Services and Business Development

SUMMARY DESCRIPTION

A **Visitor Services Associate** is responsible for providing customer service to all Museum visitors at the admissions desk and in the Museum Store. Position is ~21 hours a week (.51 FTE) and is a non-exempt position.

RESPONSIBILITIES

Responsibilities include but are not limited to:

Principal Duties and Responsibilities

- Participates as a member of a visitor reception team that embraces the Museum's customer service principles, endeavoring to make every visit a positive experience.
- Greets visitors. Sells admissions, memberships and store merchandise; processes payments efficiently and accurately.
- Understands and explains the advantages of Museum membership to promote membership sales and upgrades.
- Is knowledgeable about the Museum and offers visitors information about accessibility, current exhibits, programs and events in an approachable and friendly manner.
- Opens and closes the Admissions Desk and Store as scheduled, following established procedures, including creating accurate closing reports for the financial office.
- Helps visitors stay compliant with all health and safety measures. Is knowledgeable about established emergency protocols. Fills out Accident/Incident Reports.
- Responds appropriately to visitor questions and concerns. Knows how to access resources to answer frequently asked questions.
- Provides effective and efficient communication with staff and visitors, both in person, over the phone, and over PA system (e.g. program announcements, lost child, etc).
- Assists in keeping exhibits tidy.

- Counts visitors when needed; helps monitor visitor entry and exit to ensure capacity is not exceeded
- Performs other duties as assigned.

Museum Store Responsibilities

- Establishes and maintains a courteous relationship with customers; records customer product suggestions.
- Is familiar with store merchandise. Utilizes product information and available resources to assist customers in making product selections.
- Restocks the Museum Store and prepares new merchandise for display.
- Performs duties associated with physical inventory, including counting and tallying merchandise.
- Makes sure the store is clean, neat and inviting throughout and at the end of the day.

Office Reception Responsibilities (if assigned):

- Supports the administrative office when needed. Assists with Development mailings and Education program preparation.

KNOWLEDGE/EXPERIENCE REQUIREMENTS

- High School diploma or equivalent
- Experience confidently and correctly handling payment transactions while providing solutions-focused, empathy-based customer service.
- Demonstrated ability to provide equitable services to diverse populations of all ages and backgrounds
- Excellent verbal communication skills both in person and over the phone
- Capable of working in a collaborative team with clear protocols and processes; able to both take direction and provide constructive input and feedback when appropriate
- Willingness to learn through both formal and informal training, both in-person and virtual
- Ability to take initiative quickly to implement security or safety protocols while remaining calm and clear-headed.
- Computer literate; able to learn new computer skills and systems as needed. Experience with FileMaker and Google Drive helpful.

WORKING CONDITIONS

- Fast-paced, non-profit museum environment.
- High visibility, front-facing position working with the public.
- Must work well in both an individual and collaborative team setting.
- Must comply with all staff safety protocols, e.g. mask wearing
- Work involves sitting or standing for long periods as well as bending, lifting and occasionally carrying objects under 20 pounds
- Weekends and some holidays required.
- Occasional work outside of regular hours for staff meetings, training or special events

Time Commitment

Hours: The admissions desk is staffed Tuesday-Sunday, 9:30-5:30. This position will work 3-4 shifts each week; shifts range from 3-7 hours and rotate from week to week (some flexibility available).

Salary and Benefits

\$15.00/hour, paid twice monthly, with partial Montshire benefits.

The Montshire Museum of Science is an equal opportunity employer (EOE).