



Montshire Museum of Science Job Description

POSITION TITLE

Temporary Visitor Services Associate (Summer 2021)

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.

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 is preferred.
- Capable of providing 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 but not required.

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
- Some weekends and 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 4-5 shifts each week; shifts range from 3-7 hours and rotate from week to week (some flexibility available). This position begins in late May and terminates in late August/early September.

Salary and Benefits

\$15.00/hour, paid twice monthly. This is a non-benefited position.

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