Montshire Museum of Science Job Description

POSITION TITLE: Visitor Receptionist

DEPARTMENT: Development and Visitor Services

TITLE OF SUPERVISOR: Manager of Visitor Reception

SUMMARY DESCRIPTION: A Visitor Receptionist is responsible for providing customer service to a variety of 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 and endeavors to make every visit a positive experience.
- Greets and orients visitors. Strives to make every visitor feel welcome.
- Processes admission and membership payments accurately.
- Promotes and sells memberships. Understands and is able to explain the advantages of Museum membership.
- Opens and closes the Admissions Desk and Store as scheduled, following established procedures.
- Is responsible for providing accurate closing reports to the financial office.
- Is knowledgeable about and offers visitors information about the Museum, current exhibits, programs, and events.
- Responds appropriately to visitor questions and concerns. Knows where to get answers to frequently asked questions.
- Provides effective communication with visitors (radio announcements, lost child, etc), and with staff (visitor feedback, broken exhibits, etc).
- Is knowledgeable about established emergency protocols. Fills out Accident/Incident Reports.
- Is aware of accessibility issues and helps visitors to overcome them where possible.
- Performs other duties as assigned.
Museum Store Responsibilities

- Maintains a professional and courteous relationship with customers.
- Is familiar with store merchandise. Uses product information and available resources to assist customers in making product selections.
- Restocks the Museum Store and displays new merchandise. Relays reorder notifications to the Museum Store Manager.
- Performs duties associated with physical inventory, including counting and tallying merchandise.
- Identifies and documents the return of damaged merchandise. Records customer product suggestions.
- Keeps the Museum Store looking clean, neat, and inviting. Makes sure the store is picked up at the end of the day.

Office Reception Responsibilities (if assigned):

- Supports the administrative office when needed. Processes memberships, program registrations, and group visit reservations. Provides customer service for walk-in, phone, and email customers.

KNOWLEDGE/EXPERIENCE REQUIREMENTS

- High School diploma or equivalent. College degree preferred.
- Some retail or customer service experience preferred.
- Professional, friendly, and personable, with excellent communication skills and a positive attitude.
- Ability to work as a team player, exercise diplomacy, and make independent decisions when necessary.
- Ability to work with diverse personalities in a busy and open work environment.
- Demonstrate a strong commitment to the Museum’s mission and values.
- Ability to exercise sound judgment and take initiative quickly to resolve security or safety issues while remaining calm and clear-headed.
- Computer literate and detail oriented.

WORKING CONDITIONS

- Fast-paced, non-profit museum environment.
- Must work well in both an individual and team setting.
- Must be able to stand or sit for long periods.
- Able to lift and carry 20 pounds.
- Weekends and some holidays required.
- Occasional evening hours required.
**Time Commitment**  
Part-time, 20-25 hours per week, non-exempt position.  
General work schedule: Various daily shifts range from 9:30 am to 5:30 pm, Monday through Friday with rotating weekend coverage.

**Salary and Benefits**  
Hourly position. Salary commensurate with education, skills, and experience. Montshire Museum benefits prorated on total annual hours worked.

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