

**JOB DESCRIPTION**  
**Visitor Services Associate**

Date	Reports to	Department	Status
2/5/22	Visitor Services Manager	Visitor Services	Non-exempt

**SUMMARY:** The Visitor Services Associate is a part-time position which is responsible to enhance the visitor experience by being welcoming and knowledgeable, while serving our visitors in a clean and safe environment.

**ESSENTIAL FUNCTIONS:**

- Perform in alignment with the Museum’s vision, mission, goals, and objectives.
- Specific areas of responsibility include:
  - Being friendly and welcoming and constantly acknowledge visitors during their visit.
  - Maintain a clean and neat environment by following cleaning/sanitizing protocols inside and outside of the Museum.
  - Be knowledgeable of the Museum’s mission and content in order to share this knowledge via welcoming introductions and by addressing visitor questions.
  - Constantly look for ways to improve the Museum.
  - Ensure all displays and other equipment such as the point-of-sale system, computers, and the air conditioning system are properly functioning.
  - Make suggestions to visitors of gift shop items in order to maximize sales.
  - Be able to properly and efficiently process gift shop sales and admissions transactions.
  - Ensure phones are answered in a timely basis.
- Safety and Security:
  - Work in a safe manner to protect yourself, your co-workers, visitors and others who may be affected by your actions.
  - Suggest solutions to mitigate hazards.

**Other Functions:**

- Perform other duties as necessary

**WORKING CONDITIONS:**

Equipment/Tools Used: Computers, point-of-sale software, Internet, MS Office Suite, 10-key calculator, basic office equipment.

Work Hours: Generally works Tues.-Sat. days, but on rare occasions may need to work additional hours as required.

Work Environment: Works primarily indoors in a museum setting. Occasional exposure to heat and dust, hazardous equipment (box openers, scissors, staplers, paper cutter), and supplies (ink, glues, chemicals, paint, cleaning solutions, etc.)

**SKILLS, KNOWLEDGE & ABILITIES:**

- Evidence of the practice of maintaining a high level of confidentiality.
- Above average knowledge of mathematics and their applications.

- Ability to communicate effectively with fellow employees, management, visitors and vendors using both verbal and written English skills.
- Excellent organizational skills; ability to prioritize and time-management.
- Able to understand and follow instructions to complete assignments.
- Excellent knowledge of clerical procedures and systems.
- Requires attention to detail, concentration and alertness.
- Ability to work under pressure, demonstrate prompt and effective decision-making, and ability to exercise sound/ethical judgment.
- Ability to perform multiple tasks at the same time.
- Knowledge of principles and processes for providing visitor and personal services.
- Active learning for new information and processes for current and future problem-solving and decision-making.

**PHYSICAL DEMANDS:**

- Standing, walking, reaching with arms and hands, crouching, climbing or balancing, stooping, and kneeling. Able to carry 40 lbs.
- Vision requirements – close inspection of documents and able to read signs and displays at varied distances.

**QUALIFICATION REQUIREMENTS:**

- Must have high school diploma or GED.