



PACIFIC TSUNAMI MUSEUM

130 Kamehameha Avenue
Hilo, Hawaii 96720
(808) 935-0926

Job Description – *Visitor Services Associate*



Are you passionate about life saving science and history? We're seeking a friendly and knowledgeable individual to enhance our visitors' experience. As a Visitor Services Associate, you'll play a key role in ensuring a welcoming environment and providing essential information in a clean and safe setting. If you have a desire to engage with people, create positive change, and delve into the history of your community, we look forward to welcoming you to our team!

Reports to: Visitor Services Manager

Department: Visitor Services

Status: Non-exempt

Hourly Wage: \$15/Hr

Essential Duties:

Perform in alignment with the Museum's vision, mission, goals, and objectives.

Specific areas of responsibility include:

- Greet and acknowledge visitors throughout their visit.
- Maintain a clean and neat environment by adhering to cleaning/sanitizing protocols.
- Demonstrate knowledge of the Museum's mission and content through welcoming introductions and addressing visitor inquiries.
- Ensure all displays and other equipment such as the point-of-sale system, computers, and exhibits are properly functioning.
- Make proactive suggestions for museum improvement.

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- Make recommendations to visitors for gift shop items to maximize sales.
- Efficiently process gift shop sales and admissions transactions.
- Ensure timely response to phone calls.
- Work in a safe manner to protect yourself, your co-workers, visitors and others affected by your actions.

Working Conditions:

Equipment Used: Computers, Square point-of-sale software, Internet research/design, MS Office Applications, basic office equipment.

Possible Work Hours: 7 days a week, 9:30AM-4:30PM, with occasional opportunities for extra event hours.

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, glue, chemicals, paint, cleaning solutions, etc.)

Skills, Knowledge, & Abilities:

- Knowledge of mathematics, including proficiency in cash handling.
- Effectively communicate with fellow employees, management, visitors, and vendors, using clear and concise verbal and written English skills.
- Successfully perform multiple tasks concurrently, maintaining a high level of attention to detail, concentration, and alertness in a potentially fast-paced environment.
- Proactively engage in active learning to not only learn the clerical tasks required of you, but the science and history that make up the foundation of our organization.
- Exhibit organizational skills, including the ability to manage time efficiently and keep the museum neat, restocked, and organized.

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/screens, and able to read signs and displays at reasonable distances.

Qualification Requirements:

- Must have a high-school diploma or GED.
- Preference will be given to candidates with a background in Museums, History, Natural Sciences or a related field.