



Visitor Services Associate

Reports to: Manager of Museum Visitor Services

Status: Part-Time, Non-Exempt

Hours: TBD (evenings, weekends and holidays required)

Salary Grade:

Job Summary:

The Visitor Services Associate is responsible for ensuring quality customer service in the areas of concessions, ticket sales, information, retail sales, gallery usage, and events.

Essential Responsibilities:

- Interact pleasantly and professionally with visitors, members, VIPs, and Museum staff.
- Properly greet all visitors and answer visitor questions.
- Handle multiple tasks simultaneously and prioritize accordingly; adhere to deadlines; and exercise flexibility to handle shifting demands.
- Ensure adherence to admission procedures, that information is current and accurate, and daily register is balanced.
- Maintain a well-informed working knowledge of exhibits, programs and services available.
- Participate in mandatory training and updates as required.
- Sell and collect admission tickets and passes from visitors at theater events.
- Guide visitors to exits or provide other instructions or assistance in case of emergency.
- Operate concessions refreshment stand.
- Assist visitors in finding their destinations in the building and on the museum campus.
- Provide assistance with visitors' special needs, such as using wheelchairs.
- Search for lost articles or for parents of lost children.
- Provide general customer service and information services to museum guests.

Minimum Qualifications:

- At least 16 years of age
- Experience with cash handling and theater, concessions, or ticket sales strongly preferred.
- An interest in working with the public, with the ability to interact pleasantly and professionally with visitors, members, VIPs, and Museum staff.
- Must exude a positive attitude.
- Ability to multi-task and prioritize accordingly; adhere to deadlines; and be flexible in order to handle shifting demands.
- Must be available to work evenings, weekends, holidays and special events as required.

Physical Requirements (ADA):

- Ability to communicate and interact verbally, both in person and over the phone.
- Ability to use personal computers and other office equipment effectively.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.



- Exerting up to 10 pounds regularly, up to 30 pounds of force occasionally and/or negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body.
- Ability to climb stairs and/or ladders.
- Ability to sit for up to 4 hours at a time.
- Ability to stand/walk for up to 4 hours at a time during special events and/or assignments.
- Visual acuity to determine the accuracy, neatness, thoroughness of the work assigned.
- Requires the ability to travel to and from job location.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee, and may include other duties as assigned.

Reviewed by: _____ Date: _____
(Employee, please print)

Employee Signature: _____ Date: _____