

Visitor Services Associate

Upcountry History Museum

Department: Visitor Services
Reports to: Visitor Services Coordinator
Classification: Nonexempt

JOB SUMMARY: Staffs the Admissions Desk and provides extraordinary customer service for all Museum visitors.

HOURS: Part-time, 12-24 hours per month as scheduled by Front Desk Coordinator. Must be willing to work nights and weekends.

ESSENTIAL FUNCTIONS:

1. Opens and closes the Museum as assigned.
2. Greets visitors and provides information.
3. Sells admission tickets, Museum Shop merchandise and annual memberships.
4. Tracks admissions and attendance. Balances cash registers daily.
5. Answers incoming telephone calls as needed.
6. Distributes visitor surveys and other evaluation forms.
7. Assists with routine maintenance and restocking of Museum Shop as assigned.
8. Assists with public programs as needed.
9. Assists with administrative projects as available.
10. Monitors facility for potential security and safety concerns.
11. Assists with implementation of emergency preparedness and response plans.

TRAINING AND EXPERIENCE:

1. High school graduate, college degree preferred.
2. Experience with customer service, retail, or reception duties.
3. Proficient in cash handling and cash register operation.

PERSONAL QUALITIES:

1. Professional appearance, courteous and personable manner.
2. Clear and pleasant speaking/telephone voice.
3. Efficient and detail oriented.
4. Highly reliable and dependable.
5. Excellent problem-solving skills.
6. Interest in local history a plus.