

# WHITEHEAD MEMORIAL MUSEUM



WHITEHEADMUSEUM.ORG

**Position Title:** Visitor Services Associate

**Benefits:** None

**Reports To:** Museum Director and Museum Operations Manager

**FLSA:** Non-Exempt

**Work Days/Time:** Wednesday-Saturday 2:30pm-6:30pm & Sundays 1:30pm – 5:30pm (21 hours)

**Hire Pay:** \$7.25 per hour

## **Summary:**

Visitor Services Associates are the welcoming face of the museum. They are responsible for providing excellent customer service, assisting with admissions and membership sales, and helping ensure every visitor has a safe, informative, and enjoyable experience. This role is perfect for friendly, reliable individuals who enjoy working with the public in a fast-paced, engaging environment.

## **Essential Duties and Responsibilities:**

- Provides initial impressions of the Museum providing information to visitors regarding Museum programs and information.
- Performs exceptional customer service – greet, direct and actively assist visitors.
- Performs cashier duties at Front Desk – Museum Gift Shop.
- Performs clerical duties.
- Routes calls to correct department.
- Maintains Museum Gift Shop.
- Assists in support of Special Events.
- Give group tours to museum visitors including students and adults.
- Assist visitors by offering appropriate suggestions for souvenir and keepsake purchases.
- Ticketing products, stocking shelves and physical inventory.
- Performs other duties as assigned.

## **Knowledge, Skills and Abilities**

- Knowledge and understanding of Museum organization, goal and objectives, and policies and procedures.
- Knowledge and understanding of general Museum environment.
- Possess excellent organization and communication (both oral and written) skills.
- Ability to provide excellent customer service.
- Proficient in Microsoft Office applications such as Word, Excel, Outlook.
- Highly motivated and detailed orientated.
- Ability to work a flexible schedule that may include evening, weekend and holiday assignments.
- Ability to work well in a multi-ethnic and multi-cultural environment with visitors, staff, and other personnel.

## **Supervision Received and Exercised:**

Receives supervision from the Museum Director and the Museum Operations Manager. Position has no formal assigned supervisory responsibility or authority.

## **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Work flexible hours including days, weekends and holidays.

Work in a combination of indoor and outdoor weather conditions.

Constant positive contact with other employees and visitors.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hand and arms. The employee is regularly required to use hands to handle or feel objects, tools, or controls and talk or hear. Physical requirements include standing, sitting, walking, bending, reaching and lifting

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Minimum Requirements:**

To perform this job successfully, and individual must be able to perform each essential duty satisfactory.

- Required
  - High school diploma or GED
  - 1 year of customer service
  - 1 years of retail operations including cash handling experience with dispensing change to the public.
  - Must have reliable transportation to and from work for scheduled shifts
  - Be able to speak, write and understand English
- Preferred
  - Ability to speak and understand the Spanish language
  - Must be comfortable handling money
  - Must be comfortable working on a Cash Register system for tickets and merchandise

**Visitor Services Associate:**

The Visitor Services Associate is the first person to welcome visitors to the museum and the nature of that encounter will profoundly influence the visitor's experience from beginning to end. The Visitor Services Associate is responsible for providing our guests with exceptional customer service, following proper uniform standards, maintaining a clean and organized work environment and gaining a thorough knowledge of job duties, policy and procedures, and a working knowledge of the museum and its collection.

Visitor Services Associates shall, at all times, engage visitors through direct eye contact, a friendly smile and lively conversation, not only when on duty at a specific location, but at all times and in all places on campus while wearing the uniform. Visitor Services Associates shall always be aware of a visitor's presence and, even if engaged in other work (stocking store shelves, working on a project, etc.), shall stop to engage the visitor in a friendly, welcoming manner. Light conversation with visitors such as: "Welcome to the Whitehead Memorial Museum", "Is this your first visit with us?" , "Where are you visiting from today?" . "May I help you?" , "Are you looking for a gift or souvenir?" , "Did you enjoy your visit-is there anything else we can do for you before you leave us today?" , shall be standard conversational procedure for all Museum staff.

Museum staff members must also have the ability to handle large crowds of visitors calmly and efficiently and the adaptability to deal with tasks that merge educational, entertainment and visitor experiences beyond handling the Museum Store and Front Desk admissions.