

Job title Museum Services Assistant, (Weekend Part-Time/Occasional Evening Events,

On-Call Substitute: \$16.00/hr)

Reports to Museum Services Manager

Job purpose

To provide quality customer service in all aspects of Visitor Services, to include greeting and assisting museum guests; sales in the Museum Store; sales of Museum admission; and sales of Museum membership.

Duties and responsibilities

-Ensuring that visitors to the Museum have a positive experience, through:

- Welcoming visitors to the museum
- Addressing visitor accessibility concerns and requests
- Having a thorough knowledge of the Store merchandise
- Assisting in the safety and security of the Museum by enforcing Museum policies and regular
 - gallery monitoring
 - Assist with additional gallery monitoring during temporary exhibitions
- Addressing visitor questions regarding the collection
- Promoting special events, temporary exhibits, and museum membership
- Assisting in the cleanliness of Museum facilities
- Reporting exhibit malfunctions to the Facility Manager

-Assist the Museum Services Manager, through:

- Completing museum opening and closing routines
- Maintaining the accuracy and quality of museum membership data
- Museum clerical duties to include phone, e-mail and postal correspondence
- Store up-keep and merchandising
- Tracking coupons and promotions for both Store sales and admissions
- Supporting fellow Museum Services staff

-Assist with Evening Events, including:

- Addressing the needs and concerns of the client on the event day
- Processing payment(s) for remaining event balance
- Assisting the client with all event set-up and break-down
- Ensuring that Museum policies regarding the safety of our facilities are being followed
- Ensuring a positive Museum experience for the client and event attendees

Qualifications

- High School Diploma or GED
- Exceptional people skills
- Experience with data entry and/or CRM software
- Experience with using mobile and touch screen devices
- Prior experience in retail is preferred but not required
- Ability to multitask and adapt to a variety of situations
- Ability to pass a background check
- Bilingual in Spanish is preferred but not required.

Working conditions

- Ability to work comfortably with visitors who may require special assistance
- Flexibility to work weekends, occasional after-hours events, sub as needed
- Availability to work throughout the winter holiday season

Physical requirements

- Ability to stand for extended periods of time
- Ability to bend down and kneel to reach merchandise in deep low cabinets
- Ability to comfortably climb on footstools and ladders