Job Description
Visitor Services Associate, 50% FTE

DEPARTMENT: Visitor Services

SUPERVISOR: Deputy Director

On a daily basis, **Visitor Service Associates** support the Museum ecosystem in a variety of ways. They are members of a team actively providing customer service at the admissions desk and in the Museum Store, as well as contributing in a myriad of ways to a high-quality museum experience for all guests, staff, and volunteers.

RESPONSIBILITIES

Customer Service (40%)

- Greet and orient a variety of guests from all ages, backgrounds and cultures
- Respond appropriately to visitor questions and concerns
- Explain and promote sales of Museum admission, membership, events and programs
- Assist with safety and security as trained
- Assist shoppers in the Museum Store
- Process a variety of sales, taking payment efficiently and accurately as trained

Museum Operations (45%)

- Open and close the Admissions Desk and Museum Store as scheduled
- Take direction well and continue to stay current on policy and procedure in shifting landscape
- Proactively prepare merchandise, stock and tidy the Museum Store; take direction as needed from Store Manager; assist with annual inventory
- Contribute feedback to Visitor Services policy and procedure; implement approved changes as directed
- Adhere to cleaning schedule including but not limited to dusting merchandise, tidying Admission Desk, and cleaning the Snack Zone

Cross Departmental Support/Other (15%)

- Stay up-to-date on the latest improvements and changes at the Museum
- Attend staff meetings and trainings as directed
- Relay information to other departments as needed
- Assist Montshire staff and departments as appropriate to ensure positive visitor experience
- Shift seamlessly between a variety of tasks throughout the day; take initiative to seek out and complete tasks in support the department and/or coworkers
- Other duties as assigned

SUPERVISION OF OTHERS

This position has no supervisory responsibilities.

KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIREMENTS

- Work well in a team; possess a genuine desire to support coworkers and guests alike
- Arrive on time as scheduled; communicate need for absences quickly
- Take direction well, ask questions, possess initiative

- Demonstrate honesty, responsibility, and growth
- Genuine interest in supporting the mission and values of the Montshire Museum
- Have a sense of humor and respect for self
- Experience working in a front-facing retail position and/or not-for-profit organization; experience with point-of-sale systems preferred
- Confidently handle payments in all forms and be accurate in all financial transactions
- Confidently handle customer questions and disputes as trained
- Computer literate and able to quickly learn and work in multiple programs and platforms including Google Workspace, Shopify and a bespoke FileMaker database.
- High school diploma or equivalent education/experience; CPR and First Aid training a plus

WORKING CONDITIONS

- Family-friendly, interactive museum environment
- Frequent interruptions and redirection to prioritize visitor questions and needs
- Standing for long periods of time and active movement are required: lifting (~20 lbs max), reaching, bending, kneeling, walking, carrying, squatting
- Vision to read small and/or medium text, ability to hear with competing sounds in the background, and clear verbal and handwritten communication in English are required
- Majority of work is indoors, but some work may be required outdoors in spring/summer months
- Approachable, supportive co-workers striving for a collaborative, team-centered environment
- Training in all aspects of work, as well as regular forums and other outlets for staff to share and give feedback
- Attention to health and safety for all staff as well as for guests; inappropriate behavior is not tolerated
- Complimentary 6-person membership to the Montshire and 25% discount in Museum Store
- All Montshire employees are subject to a criminal background check

TIME COMMITMENT

- Part-time, 50% FTE (17-19 hours/week), non-exempt, in-person position
- This position regularly works Friday afternoons, all day Sunday, and all day Monday or Tuesday (alternates every other week between the two). On the first Wednesday of the month, attendance is required at a staff meeting from 8:30am-9:30am
- Shifts will generally fall between the hours of 9:30am and 5:30pm, with occasional extra shifts outside those hours to support for Montshire events
- The Museum is open most bank holidays

Salary and Benefits

$21.50/hr. Non-exempt. No benefits are included with this position.

The Montshire Museum of Science is an Equal Opportunity Employer.