

# Job Description: **Guest Services Associate**

**Status:** Part-Time, Non- Exempt, 29 hours or less/ Week (*on-site*)

**Department:** Guest Services



## **General Statement of Duties**

*As the first point of contact for our guests, this position is responsible for enthusiastically welcoming our guests and assisting them with ticket and membership sales at the Front Desk and displaying product knowledge, stocking and display upkeep among other duties at the admissions desk and the Wild Things Museum Store. The Sales Associate is responsible for counting out his or her end-of-day receipts. The goal of a Lead Guest Services associate is to give visitors the best guest experience possible. This position recognizes the capacity to achieve greater results by integrating skilled volunteers and leveraging their diverse knowledge and abilities. The position is under the direct supervision of the Guest Services Manager & Museum Store Manager.*

## **Qualifications**

- High School graduate or equivalent.
- Outgoing, friendly, service oriented. Able to communicate enthusiasm for the museum and its programs.
- Must be bondable.
- Must have a professional appearance.
- Exceptional communication skills. Must be tactful and display discernment and discretion.
- Must be able to remain calm in confrontational and crisis situations.
- Ability to gracefully handle multiple tasks simultaneously.
- Possess basic math skills and basic understanding of debits and credits.
- Basic computer skills and cash register experience helpful.
- Detail oriented. Must be able to recognize and function while dealing with several different types of memberships and ticket sales for a variety of events.
- Be First Aid certified or be able and willing to be trained.
- Must be able to accurately and efficiently perform data entry and perform duties assigned to maintain the integrity of the museum's database.

## **Duties and Responsibilities**

- Be a positive, enthusiastic representative of the Virginia Living Museum
- The Guest Services Associate welcomes each visitor to the museum and assists them with purchasing tickets, merchandise, memberships, and obtaining information. In addition, the Guest Services Associate will provide items such as, but not limited to, wheelchairs, strollers, and Braille guides as needed. If the Associate does not have ready access to a needed item, he/she will contact the appropriate staff.
- Provides excellent service to guests and staff by staying aware of all events listed in the *Paws and Reflect*, the *BUZZ*, the museum website, and the museum's posted schedules.
- The Guest Services Associate will ensure high customer satisfaction by answering incoming calls to the museum on a multi-line phone system, providing correct and current information in a helpful manner and routing calls to the proper departments as needed. Will be responsible for returning calls when necessary.
- The Associate will perform duties required to open and close the museum and museum store each day.

- General Support for staff and guests will be provided by serving as the central contact point for emergency situations and requests for First Aid. Associates will respond by providing basic supplies or calling for professional help. Communication with staff will often be by hand held radios.
- The Associate will obtain the cash drawer from the acting manager each day and is responsible for all monies collected. The total cash/credits obtained must be reconciled with the amounts recorded in ALTRU and CounterPoint.
- The Associate must learn how to use, navigate, and input data in ALTRU and CounterPoint. The associate must also maintain the integrity of the database in ALTRU and CounterPoint.
- Train and develop other associates and team members
- The Associate will post and sort mail when necessary.
- Ensures that the Front Desk, museum store and Lobby are presentable to guests. On occasion, obtain paper towels and other supplies for guests.
- Associates will be responsible for restocking and organizing inventory of the Wild Things Museum Store.
- Serve as backup for Touch Tank and Outdoor Trail interpreters as needed.
- Engage and oversee volunteers in completion of duties.
- Other duties as assigned.

### **Essential Job Requirements**

- Ability to work weekends & occasional evenings.
- Must be able to hear and speak clearly.
- Physical requirements include medium work, must be able to lift 40lbs.
- Must be able stand for extended periods of time and move about on foot to accomplish tasks.
- Must be able to stoop, kneel, crouch, crawl, reach, push, pull, lift, grasp, feel, and utilize repetitive motions.
- Perform activities such as: preparing and analyzing data, transcribing, operating & viewing a computer, and extensive reading.
- The position is subject to environmental conditions for activities occurring indoors and outdoors.

### **Supervision Exercised: None**

*This job description in no way states or implies that these are the only duties to be performed by this employee. The Guest Services Associate will be required to follow any other instructions and to perform any other related duties as assigned by the appropriate Supervisor/Director. The Virginia Living Museum reserves the right to update, revise or change the job description and related duties at any time.*

**Qualified applicants please submit a VLM application, cover letter, resume and references. No phone calls, please.**

Website: <https://thevlm.org/join/employment/openings/>

Email: [human.resources@thevlm.org](mailto:human.resources@thevlm.org)

FAX: 757-534-7419