



## Visitor Services Assistant Position Description

**Position Title:** Visitor Services Assistant

**Date Prepared:** March 4, 2015

**Reports To:** Visitor Services Manager

**Supervises:** not applicable

**Job Classification:** Part-time, hourly at \$9.00/hour. This is a seasonal, hourly position with no benefits, averaging 15-20.5 but up to 37.5 hours per week during the summer tourist season. Winter hours may be available depending on special events.

**General Description:** The Visitor Services Assistant acts as the initial visitor contact and is responsible for maintaining retail operations and providing museum tours as scheduled.

### Applies to all Employees:

1. Represents the Dorothy Molter Museum in the most positive manner with prospective, former and current members, donors, visitors, vendors and the communities we serve; Interacts effectively with a diverse group of staff, interns, volunteers and other customers of our services.
2. Learns and uses operating practices of the Dorothy Molter Museum.
3. Upholds the Mission Statement, adheres to organizational standards, and promotes membership and sales.
4. Handles confidential information with tact and discretion.
5. Follows staff guidelines and performs opening/closing duties as outlined in the Employee Handbook.

### Retail & Guest Services

1. Communicates the museum's mission, vision, and interpretive message to the public by greeting visitors in person and over the phone; informs visitors of museum programs, exhibits, and resources; provides information to the public about Dorothy Molter via in-person contact including guided tours, and online social media (i.e.: Facebook)
2. Carries out daily operations of the museum's gift shop, including: sales, stocking and straightening merchandise, merchandise inventories, and performing end of day procedures (daily sales receipts/reports and balancing cash drawers)
3. Provides support services for museum members, patrons, group tours, and school tours (e.g. folding brochures, stuffing envelopes, making coffee for special events)
4. Assists with processing, packing and shipping internet orders

### Tour Guide Services & Projects

1. Communicate the museum's mission, vision and interpretive message to the public by
  - 1) Providing scheduled tours and
  - 2) Informing visitors of museum programs, exhibits, and resources

### Other Duties and Responsibilities

1. Performs other duties as necessary or assigned including collections care
2. Participates in meetings as necessary or assigned
3. Provides reports on progress to supervisor as requested

### Required Qualifications:

- Proficiency with computer software applications including Microsoft Office
- Excellent written and oral communication skills
- Ability and desire to interpret historical information and stories to the general public
- Demonstrated ability to work collaboratively as part of a team
- Demonstrated ability to represent the museum in a friendly and professional manner
- Ability to work a flexible schedule that will sometimes include weekends, evenings and holidays
- Willingness to work in a variety of environmental situations, ranging from cold and snow to hot, humid and buggy conditions
- Must be able to lift up to 50 pounds (root beer case) and stand for extended periods of time

### Desired Qualifications:

- Experience with museum and/or interpretive center visitor services operations
- Retail experience, including cash handling and maintaining inventory, and proficiency in QuickBooks Point of Sale software