



## Visitor Services Representative Position Description

**Position Title:** Visitor Services Representative

**Date Prepared:** March 14, 2021

**Reports To:** Executive Director & Management Team

**Supervises:** not applicable

**Job Classification:** Part-time, hourly at \$10.25/hour. This is a seasonal, hourly position with no benefits, averaging 15-37.5 hours per week during the summer tourist season.

**General Description:** Along with other staff, the Visitor Services Rep acts as the initial visitor contact to the public for admissions, tours and programs, are responsible for maintaining retail operations, and assist with collections care.

### **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.

### **Primary Responsibilities – Retail & Guest Services (90%):**

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
3. 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
4. Provides support services for museum members, patrons, group tours, and school tours (e.g. folding brochures, stuffing envelopes, making coffee for special events)

### **Secondary Responsibilities – Collections Care & Projects (10%):**

1. Assists in collections management at the visitor level
2. Performs other duties as necessary or assigned including collections care
3. Participates in meetings as necessary or assigned

### **Required Qualifications:**

- Proficiency with using computer software and platform applications (e.g. email, word-processing, internet searches, smart-devices)
- Excellent written and oral communication skills
- Demonstrated ability to work collaboratively as part of a team
- Must possess motivation to learn new tasks and skills, problem solve and take initiative when needed
- Ability and desire to interpret historical information and stories objectively to the general public
- 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 35 pounds (root beer case) and stand for extended periods of time, walk up and down stairs and over uneven outdoor terrain

### **Desired Qualifications:**

- Experience with museum and/or interpretive center visitor services operations
- Retail experience, including cash handling and maintaining inventory, and proficiency in point of sale software (Square)