

Title: Part-time Visitor Services Associate

Description:

The Visitor Services Associate is one of the first Museum contact visitors have when entering the Museum. The Associate greets visitors, explains safety protocols, scans pre-purchased timed tickets, answers questions, provides directions and is responsible for admissions. The position is at the Admissions desk. At this time, the Visitor Services Associate will be required to wear Personal Protective Equipment, including a face mask at all times while at Admissions and follow all Museum safety procedures. Currently the Museum Store is closed. When it is opened, the Visitor Services Associate may perform similar functions, including selling merchandise in the store.

Major Duties and Responsibilities:

- Follows opening admissions register procedures each morning
- Greeting visitors and scanning pre-purchased, timed tickets,
- Selling appropriate admission and memberships
- Giving Museum information to visitors
- Follows the closing procedures each evening and completing the end of day tasks
- Performing administrative and office support activities for museum staff. Duties may include fielding telephone calls, receiving and directing visitors, and word processing

Supervision:

- Admissions Manager and/or Director of Operations

Knowledge, Skills and Competencies:

- High School Diploma
- Ability to communicate and work well with others in a positive, friendly manner
- Exercise good judgement
- Ability to handle cash/credit card transactions
- Capable of learning and use new computer software.
- Microsoft Word, Excel
- Must have basic knowledge of computer and tablet technology.

Hours of work

- Schedule can vary and will include weekends
- Hours up to 30 hours a week.

Please send resume to: rborsellino@thefhm.org