

JOB DESCRIPTION

POSITION TITLE: Guest Services Associate

DIRECT ACCOUNTABILITY: Visitor Services Manager

QUALIFICATIONS:

Previous customer service and sales experience. Good communications skills. Ability to be friendly, helpful, and kind. Must be able to work under pressure and constantly changing conditions. Ability to stand or sit for long periods of time. Must be available to work holidays, weekends, and evenings.

SUMMARY:

Deliver the best IMAX experience to visitors. Perform assigned job duties at the highest level of efficiency to ensure that the ticket office is operating at its optimum. Provide excellent customer service with a friendly, professional attitude. Maintain a working knowledge of the Museum of Discovery and Science and the AutoNation IMAX Theater including current films, programs, and exhibits.

DUTIES AND RESPONSIBILITIES:

1. Always greet visitors in a courteous, helpful and professional manner. SMILE!
2. Provide excellent customer service to Museum visitors at all times.
3. Be knowledgeable and up to date on all films, exhibits and events and all fee-based programs.
4. Work as a cashier and process Museum visitor transactions including selling and IMAX tickets, advanced tickets, exhibit tickets, and gift certificates.
5. Sell Museum memberships by asking every customer if they would be interested in becoming a museum member. Share membership benefits with customer and encourage them to purchase a membership.
6. Follow all Museum cash handling procedures. Accurately reconcile your drawer after each shift, including cash, checks, credit cards, vouchers, coupons, returned tickets, and discount tickets.
7. Use suggestive sales techniques and proactively sell and upsell memberships and combination admission tickets.
8. With every transaction, collect zip code and ask room night surveys and other surveys as assigned.
9. Breaks must be taken behind-the-scenes, out of view of the customers, unless you are eating your lunch in the atrium.
10. Be able to respond to emergency situations and handle emergency evacuations in a calm, mature, and responsible manner.
11. At the end of shift, follow closing procedures.
12. Perform other duties as assigned.

COMPETENCIES:

1. Written and Verbal Communication Skills.
2. Excellent customer service skills.
3. Time Management.
4. Detail oriented and excellent organizational skills.
5. Excellent relationship building skills.
6. Personal Effectiveness/Credibility.
7. Flexibility.
8. Technical Capacity Desired.
9. Stress Management/Composure.

SUPERVISORY RESPONSIBILITY:

This position has no supervisory responsibilities

WORK ENVIRONMENT:

This job operates in a fast-paced, non-formal educational museum setting. This role largely uses standard office equipment such as computer, phone, POS System, tablet, credit card processing machine, and radio.

PHYSICAL REQUIREMENTS:

This is a largely sedentary role; however, some filing may be required. Must be able to perform the following physical behaviors repetitively throughout a shift: Open file cabinet or cash drawer, bend, and stand. Will be required to sit for up to 4 hours at a time. Will need to count cash throughout entire shift.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a part-time, non-exempt position, Days and hours of work will vary depending on Visitor Services scheduling requirements. Must be available evenings and/or weekends, holidays and overnights.

TRAVEL:

No travel is required for this position.

REQUIRED EDUCATION AND EXPERIENCE:

In the process of obtaining a High School Diploma or GED.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

None