



MUSEUM OF DISCOVERY AND SCIENCE

JOB DESCRIPTION

POSITION TITLE: Event Clerk

DIRECT ACCOUNTABILITY: Director of HR and Youth Programs

SUMMARY:

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

QUALIFICATIONS:

Previous customer service. Good communications skills. Must be friendly, helpful and kind, and have a cheerful attitude. Must be reliable. Must be able to learn ticketing system quickly. Pay attention to detail as hot chocolate, cookies, and tickets will need to be regularly restocked. Must be able to work under pressure and constantly changing conditions. Ability to stand for long periods of time. Must be available to work holidays, weekends, and evenings.

DUTIES AND RESPONSIBILITIES:

1. Always greet visitors in a courteous, helpful and professional manner. SMILE!
2. Provide excellent customer service to guests at all times.
3. Be knowledgeable and up-to-date on special event(s) all films, exhibits, and events, and all fee-based programs.
4. Be knowledgeable and up-to-date on Rail Events Polar Express Train Ride information.
5. Work as a clerk and process visitor transactions. Check in ticket holders.
6. Assist the catering supervisor in mixing hot chocolate mix into hot water, prepping cups and lids, pouring hot chocolate into cups, lidding cup, packing cup and then deliver to train before each departure.
7. Gather already closed garbage bags from returning trains and place them into garbage shoot, and assisting in wiping of workspace when returning,
8. Clean and rinse mixing equipment and follow closing procedures at the end of the day.
9. Be cheerful and merry.
10. Do not take breaks in view of the public. All breaks must be taken behind-the-scenes, out of view of the customers.

11. Be able to respond to emergency situations and handle emergency evacuations in a calm, mature, and responsible manner.
12. At the end of shift, follow closing procedures.
13. Perform other duties as assigned.

COMPETENCIES:

1. 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 and at the Brightline Train Station. This role largely uses standard office equipment such as computer, printer, and POS System.

PHYSICAL REQUIREMENTS:

Must be able to perform the following physical behaviors repetitively throughout a shift, up to 6 hours at a time: Look up will call tickets on POS system. Will be required to sit or stand for up to 6 hours at a time. Will need to replenish supplies as needed, tickets, wristbands, golden tickets, pour and stir hot chocolate mix into hot water, prepping cups and lids, pouring hot chocolate into cups, lidding cup, packing cup and then deliver to train before each departure. Must be able to perform the following physical behaviors repetitively throughout a shift: standing, walking, handling, reaching horizontally, grasping firmly, reaching above the shoulder, reaching below the waist, pushing buttons, bending, twisting, stooping, squatting, crouching, kneeling, and pushing. Will need to work with modern technology including walkie talkie radio and computer..

POSITION TYPE AND EXPECTED HOURS OF WORK:

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

TRAVEL:

Option to travel from Fort Lauderdale Brightline Train Station to Miami Brightline Train Station and back to Fort Lauderdale via Brightline Train.

REQUIRED EDUCATION AND EXPERIENCE:

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

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

None

SIGNATURES:

This job description has been approved by all levels of management:

Manager _____

VP Finance/CFO _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____