



MUSEUM OF DISCOVERY AND SCIENCE

JOB DESCRIPTION

POSITION TITLE: Guest Services Associate

DIRECT ACCOUNTABILITY: Guest Services Senior Manager

SUMMARY:

Will work as an IMAX Usher, Box Office Cashier or Sales Associate in the Café or Explore Store. Deliver the best IMAX and museum experience to guests. 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.

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 workdays, evenings, weekends and holidays.

DUTIES AND RESPONSIBILITIES:

1. Always greet guests in a courteous, helpful and professional manner. SMILE!
2. Always provide excellent customer service to museum guests.
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 guest transactions including selling IMAX tickets, advanced tickets, exhibit tickets and gift certificates.
5. Work as a cashier in the Explore Store. Assist with restocking gift items.
6. Work as cashier in the Café. Prepare food and other items as needed. Restock food, candy, soda, and other items as needed.
7. Sell museum memberships by asking every customer if they would be interested in becoming a museum member. Share membership benefits with guests and encourage them to purchase a membership.
8. Follow museum cash handling procedures. Accurately reconcile your drawer after each shift, including cash, checks, credit cards, vouchers, coupons, returned tickets and discount tickets.
9. Use suggestive sales techniques and proactively sell and upsell memberships and combination admission tickets.
10. With every transaction, collect zip code and ask room night surveys and other surveys as assigned.
11. Breaks must be taken behind-the-scenes, out of view of the customers.

12. Be able to respond to emergency situations and handle emergency evacuations in a calm, mature and responsible manner.
13. At the end of shift, follow closing procedures.
14. 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:

Some days will be in a sedentary role and some days will be in an active role. Filing may be required in addition to physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Will be required to sit or stand continuously for up to 4 hours at a time. May 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 Guest Services scheduling requirements. Must be available days, evenings, weekends, holidays and overnights.

TRAVEL:

No travel is required for this position.

REQUIRED EDUCATION AND EXPERIENCE:

Minimally, be in the process of obtaining a High School Diploma or GED.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

None