PART-TIME VISITOR SERVICES ATTENDANT

Job Summary

Provide a positive shopping and customer service experience to museum shop patrons.

Essential Duties:

- Provides sales coordination and problem resolution for customers; performs direct sales and customer service.
- Greets and processes group admissions. This includes verifying the accuracy of the count and collecting payment.
- Develop product knowledge in order to communicate with customers.
- Maintain store appearance, displays, restocking as needed throughout the day.
- Totals bills, accepts payment, and makes change for customers. Operates cash register with integrated credit card processing. Handles all returns courteously and professionally.
- Adheres to Loss Prevention and inventory control procedures.
- Monitors general housekeeping cleanliness within the area; ensures that equipment and facilities remain in good repair, and that employee and customer safety standards are maintained.
- Efficient and accurate use of point of sale software.
- Answers incoming phone calls, forwards calls and relays messages as needed.
- Will be expected to work part-time, weekends, some holidays.

Qualifications

- Must be age 16 or older.
- High School diploma preferred. *Must pass full background check.
- Excellent interpersonal communications skills to work with customers, guests, staff, and volunteers.
- Cash handling and retail experience preferred.
- Enthusiastic, flexible
- Excellent organization and time management skills.
- Computer proficiency in Microsoft Office, Outlook

Knowledge, Skills and Abilities:

- Demonstrate proficiency of sales and customer service techniques.
- Reliable, responsible
- Able to work independently
- Able to accept supervision
- Ability to speak comfortably before groups of people
- Ability to work well with diverse groups of people
- Detail oriented

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- Polished customer service skills
- Strong interpersonal and communication skills
- Basic math and computer access skills are essential. Must be able to make change in American monetary units.

Work Environment:

- While performing the duties of this job, the employee is regularly required to communicate professionally in person, over the telephone, through email and other electronic means, stand for extended periods of time ascend/descend stairs, move about their work area, between buildings, and the campus grounds, handle various types of media and equipment, and visually or otherwise identify, observe and assess. The employee is occasionally required to lift and/or carry up to 25 pounds unassisted

Classification: Grade 10 (G-10)
Museum -Seasonal/Limited Hour - Grade B
Created: 06/14/21 Director Fuhrman, HR Nameniuk
Updated: Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.