

TITLE: Visitor Services Associate

CLASSIFICATION: Part-Time Hourly

LAST UPDATE: May 2023

REPORTS TO: Manager of Visitor Services

HOURS: 9am-5pm (3-4 days per week)

WAGE: \$16 per hour

BENEFITS: Vacation and Paid Time Off

#### POSITION MISSION

As part of the Visitor Services Team, the Visitor Services Associate is a friendly, energetic, and professional individual who makes sure that every visitor has the best museum visit experience possible. Reporting to the Manager of Visitor Services, the Associate is a vital front-line presence that addresses the expectations of the Museum visitors. Note that work schedules vary with season and events. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. These may change or new ones may be assigned as required.

#### RESPONSIBILITIES

- Opening (disarming) and closing (arming) the public spaces of the Museum including the galleries, main lobby/admissions/museum shop (daily); and Griswold House (weekends); and Landscape Center and Chadwick Studio (seasonally).
- Ensuring an optimal visitor experience through friendly and efficient service.
- Processing admissions with exceptional customer service.
- Processing event and program reservations in person, online, and over the phone.
- Processing mail orders and museum shop shipments.
- Encourage shop purchases with suggestive selling, check in shop merchandise; refreshing/straightening/dusting the shop on an hourly basis, restocking product as needed.
- Handling general museum inquiries and directing guests as needed.
- Maintaining a professional, organized, communal visitor-centered front desk workspace/atmosphere.
- Closing out/balancing drawers) at the end of the day, running daily reports, organizing cash and receipts for business manager.
- Interact with all members of the staff, Board of Trustees, and volunteers to ensure an understanding of all Museum happenings, programs, special events.
- Have working experience with basic Point of Sales (pos) systems, high level MAC and PC computer proficiencies, and the ability and willingness to learn new technologies and processes.
- Flexibility to attend events/meetings outside regular business hours throughout the year as directed by the Manager of Visitor Services or Assistant Manager of Visitor Services.

#### SKILLS & ATTRIBUTES

- Shows an enthusiastic commitment to serve the visiting public. Ensures that actions meet public needs and is committed to quest for excellence.
- Is a genuine team player who supports colleagues and works well with diverse constituents.
- Conduct oneself with the highest standards of decorum, objectivity, and professional integrity.

- Experience using Blackbaud Altru data systems a plus, the ability to learn and master the platform a must.
- Exhibits strong multi-tasking skills, and has experience with face-paced customer service.
- Is an excellent communicator, both in writing and speaking. Ability to track communication across multiple channels without losing any details.
- Able to resolve conflicts and de/escalate disagreements with visitors in person, over the phone, and online in a constructive manner.
- Holds self and others accountable for high-quality, timely, and cost-effective results. Accepts responsibility for mistakes. Complies with established control systems and rules.
- Ability to work indoors and outside when required, stand for extended periods, lift at least 50 lbs, and climb stairs.
- A successful candidate is a self-starter and can also take direction and follow prescribed protocols. Good critical thinking and problem-solving skills a plus.

This position requires a high school diploma or general education degree (GED), or equivalent combination of education and experience.

The Florence Griswold Museum follows an equal opportunity policy and employs personnel without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, pregnancy, veteran status, military obligations, and marital status.