



VISITOR SERVICES ASSOCIATE

Job Description

Part-time (non-exempt)

The VISITOR SERVICES ASSOCIATE will be part of an upbeat and high-energy Visitor Services Team, driven to provide unsurpassed customer service and remarkable learning experiences to museum visitors. This position is primarily responsible for executing the functions of the Welcome Center and maintaining/organizing the exhibit floor, in partnership with the Visitor Services Team. This is a part-time position that is scheduled to work up to 30 hours per week Monday – Saturday between 8:30am and 5:30pm. Flexible scheduling opportunities available.

-This position reports directly to the Director of Visitor Services

The ideal candidate...

- ✓ Possesses strong organizational skills and enjoys multi-tasking.
- ✓ Can work independently with attention to detail.
- ✓ Is a creative thinker and problem solver.
- ✓ Has a friendly personality and positive attitude.
- ✓ Enjoys working with children of all ages.
- ✓ Communicates well with co-workers and the public.

Work Environment & Physical Demands:

This Visitor Services Associate typically works on the exhibit floor and at the visitor services desk. At times the exhibit floor is a fast-paced and moderately loud environment. This position is required to interact with both adult and youth visitors throughout the day. The Visitor Services Associate must regularly move and/or lift up to 20 pounds, in addition to standing and walking for long periods of time when necessary.

Major Duties and Expectations:

- Welcome visitors to the museum with a friendly smile and positive attitude.
- Inform visitors of special events, workshops, birthday parties, and other initiatives.
- Accurately operate the Point of Sale cash register system.
- Clean, sort, and organize exhibit manipulatives.
- Performs cleaning tasks.
- Engage children and adults through play within exhibit galleries.
- Facilitate select programs & workshops for museum visitors.

Qualifications:

- Ability to commit to a fixed work schedule.
- Strong verbal and interpersonal skills.
- Desire to work as part of a team in a fast-paced environment.
- Experience working in the fields of Customer Service & Hospitality.
- A love and desire to work with and around children.

Compensation

\$12 - \$15/hr

**Ready to apply? – Please e-mail resume and three references to joseph@handsonwnc.org
POSITION OPEN UNTIL FILLED. MULTIPLE POSITIONS AVAILABLE.**