

Title: **Visitor Services Representative**
Classification: Part-time, Non-exempt, \$22.00/hr.
15 hours per week, Friday and Saturday shifts
Reports to: Director of Visitor Experience

Position Summary:

The Visitor Services Representative is generally responsible for a successful visitor experience in the Museum. As the first and last staff member to engage most visitors, they must provide a high level of customer service and are responsible for a broad range of activities including selling admission and memberships, overseeing access to the Museum, engaging with visitors in the exhibit spaces, retail store, and other Visitor Service posts as needed.

Specific Responsibilities:

- Interact with the general public including greeting and welcoming visitors and members, answering questions, and providing information about the Museum and its exhibits and programs, promoting visitation to the Museum and acting as a representative of the organization
- Sell admission, store merchandise, program tickets and memberships
- Answer general phone inquiries and field incoming calls
- Interact with shoppers in the Museum store to ensure they are served, including answering questions and assisting them with purchases
- Ensure store displays are maintained by cleaning and straightening merchandise and keeping store inventory stocked
- Receive mail and packages, and assist with new inventory intake.
- Possess a professional demeanor in dealing with visitors, members, board members, donors, and vendors on the phone and in person
- Maintain a neat and orderly environment for exhibits, facilities, and the admissions desk, ensuring accessibility and safety for the public
- Perform clerical tasks to support administrative operations as needed
- Additional duties as assigned in support of the mission of the Museum

Essential Requirements:

- Experience and excellent skills in customer service
- Strong communication and interpersonal skills
- Comfortable interacting with diverse ages and audiences
- Strong computer and database skills
- Cash handling experience
- Ability to work independently
- Solid organizational and problem-solving skills
- Reliable and punctual
- General knowledge of local natural history and the willingness to learn more
- Valid driver's license, access to personal vehicle (mileage reimbursement provided), auto insurance that meets or exceeds CA minimum requirements

- Pass a background check
- Bilingual fluency a plus

Work Environment:

- General front office and retail store environment with possible work offsite
- Extensive interaction with the general public
- Significant telephone and computer work (repetitive movement – typing)
- Frequent sitting, standing, walking, bending, and climbing stairs with occasional lifting of light loads (25 lbs)

The incumbent must be able to perform each requirement of the position as outlined in the job description. **Essential Requirements** are representative and are essential for satisfactory job performance. The **Work Environment** characteristics are representative of those that may be encountered while on the job. The Museum will make reasonable accommodations to enable individuals with disabilities to perform the essential functions of the position.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. The Museum values a diverse and inclusive workplace, so if you are excited about this role but your past experience doesn't align perfectly with all of the responsibilities, we encourage you to apply anyway. You may be just the right candidate for this or other opportunities.

To Apply: Interested candidates can apply by submitting a cover letter along with a detailed resume to: employment@santacruzmuseum.org with the subject line: **Visitor Services Representative**.

Please direct questions relating to this position to Lucy Logsdon at employment@santacruzmuseum.org.