

SciWorks Position Description

Position: Part-Time Visitor Services Assistant
Department: Visitor Services
Supervisor: Visitor Services Manager
Overall Purpose: To handle duties at the front desk and in the gift shop

Major Responsibilities:

1. **Perform all duties at front desk**
 - a. Count cash drawer and prepare register for business
 - b. Have all confirmation sheets ready and maps with itineraries marked for each group
 - c. Open doors, greet visitors, answer questions, explain map
 - d. Check in groups and other visitors
 - e. Operate credit card machine
 - f. Know close-out procedures for register
 - g. Answer phone, direct calls, and answer questions
 - h. Explain membership programs and sell memberships

2. **Perform all duties in gift shop**
 - a. Count cash drawer and bank, making sure cash drawer has sufficient change
 - b. Restock items as necessary from stock room
 - c. Alert gift shop manager about any out of stock items or item requests
 - d. Have general knowledge of merchandise and prices in gift shop
 - e. Be able to run register and credit card machine
 - f. Know close-out procedure for gift shop
 - g. Prepare gift bags as needed
 - h. Assist customers with selections when requested
 - i. Give refunds for vending machines

3. **Other**
 - a. Follow all corporate policy and procedures
 - b. Perform tasks with enthusiasm and commitment
 - c. Adjust schedule as needed whenever possible for full coverage

Qualifications:

- Customer service experience
- Good math skills; some computer skills a plus
- Good oral communication skills
- Experience handling money
- Experience with office equipment
- Patient, outgoing, congenial personality
- Perform duties as needed even if not specifically stated in job description
- **Must be able to work weekends**; opportunity to work other days as needed and some after-hours museum events.

PICK UP APPLICATION AT FRONT DESK