

Visitor Services Representative

Position Summary Statement

The Visitor Services Representative provides excellent customer service to internal and external customers by greeting and guiding museum visitors, and coordinating the museum store.

Position Responsibilities and Duties

- Welcome visitors by providing general museum/program information and collecting museum admissions.
- First point of contact for all museum telephone calls.
- Maintain and update appropriate databases (visitor information, sales, etc.); includes data entry of applicable information.
- Coordinates and monitors museum store. Responsible for inventory, purchasing, labeling, sales, reporting, etc.
- Promote and support membership, donation, volunteer and program requests, etc.
- Inform appropriate staff of any exhibit components in need of repair, maintenance or special cleaning.
- Create and reconcile appropriate reports as needed.
- Train appropriate staff and volunteers on functions of visitor services area.
- Assist with event and program support as needed.

Experience and Qualification Requirements

- Excellent written and verbal communication skills required.
- Good computer skills (Microsoft Office) required. Point-of-sale software experience preferred.
- Ability to lift equipment/supplies (up to 20 pounds).

Please forward a resume with wage requirements to:

jobs@thebakken.org