



MUSEUM of NORTHERN ARIZONA

Celebrating the Colorado Plateau

Title: Visitor Services Associate I

Department: Visitor Services

Status: Non-Exempt, regular part-time, hourly

Supervisor: Assistant Visitor Services Manager & Facility Use Supervisor

Position Description: The Visitor Services Associate I position primary responsibilities include providing customer service support at the Visitor Services and Retail stations, along with assisting in the booking and organization of groups and facilities rentals.

Position Responsibilities:

- Provide quality customer service for Museum visitors by creating a welcoming, friendly, and professional visitor experience, and serves as an advocate for Museum resources, programs, and services.
- Oversee Museum entrance activities, including processing admissions, orienting visitors to Museum programs and activities, answer switchboard calls, and other responsibilities related to Visitor Services daily tasks.
- Assist in Museum Shop and Bookstore as needed. Responsibilities include assisting customers and processing sales.
- Provide support in scheduling, coordinating, and operating facility rentals.
- Provide support in booking all Museum group visits, including phone calls, correspondence, and reconciliation of revenue.
- Assist as needed with Museum events, including Heritage Festivals, evening programs, and facility rentals.
- Contribute in maintaining a clean environment within the Museum for optimal visitor experience.
- Other duties as needed.

Abilities, Skills, and Knowledge:

- Ability to handle physical activity, including set-up and tear-down for events and programs required.
- Ability to lift up to 30 pounds, and stand for specific time durations required.
- Proven work experience in customer service and cash management required.
- Knowledge of Microsoft Office required.
- Good written and verbal communication skills required.
- Ability to work with others in a collaborative team environment.

Education:

- High school diploma or equivalent required.
- Proven interest in working within a museum environment required.

Work Schedule and Uniform:

- 20 to 25 hours per week. Flexible schedule required, including nights and weekends as needed.
- Uniform will be provided by Museum, and is the responsibility of the employee to neatly maintain appearance of uniform.
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To apply: Send a cover letter and resume to Jill Thomas at employment@musnaz.org. Email is the preferred method of application submission. If you are not able to submit your application via email, please call Jill Thomas at 928-774-5211, Ext. 203 to receive additional instructions for application submission.