

**Title:** Visitor Services Associate I

**Department:** Visitor Services

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

**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 event preparation, facility rentals, and tours.

**Position Responsibilities:**

- Assist as needed with Museum events, including Heritage Festivals, evening programs, and facility rentals.
- Provide event set up and teardown support.
- Contribute in maintaining a clean environment within the Museum for optimal visitor experience.
- Light custodial activities such as vacuuming, stocking restrooms, etc.
- 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.
- Other duties as needed.

**Abilities, Skills, and Knowledge:**

- Ability to handle physical activity, including set-up and tear-down for events and programs required for an extended period of time.
- 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:**

- 20 to 25 hours per week. Flexible schedule required, including early mornings, nights and weekends as needed.

**To apply:** Send a cover letter and resume to Jill Thomas at [employment@musnaz.org](mailto: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 at 928-774-5211, Ext. 203 to receive additional instructions for application submission.