**Title:** Visitor Services Associate (Assistant) – holding for Kris B

**Department:** Visitor & Special Events

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

**Supervisor:** Visitor & Special Events Manager

**Position Description**: The Visitor Services Associate position’s primary responsibilities include providing customer service support at the Visitor Services and Retail stations, along with occasional assisting in the Museum Shop, Bookstore, event preparation, facility rentals, and/or tours.

**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 and cash handling, orienting visitors to Museum programs and activities, answer switchboard calls, and other responsibilities related to Visitor Services daily tasks.
* Collect and distribute daily interoffice mail
* Communication with marketing on updates needed to visitor literature
* Occasional admin duties as assigned, such as reports, document edits, etc.
* Ensures a safe and secure Museum environment for visitors, staff, collections, and facilities;
* Follows established security systems and procedures including visitor oversight, fire and intrusion alarms, monitoring security systems, and providing phone assistance to emergency services when necessary.
* Contribute in maintaining a clean environment within the Museum for optimal visitor experience with light custodial activities such as vacuuming, stocking restrooms, etc.
* May assist in Museum Shop and Bookstore as needed with customers and sales processing. Responsibilities include assisting customers and processing sales.
* Coordinate or assist as needed with Museum events, including Heritage Festivals, evening programs, and facility rentals.
* Other duties as needed.

**Abilities, Skills, and Knowledge:**

* Ability to handle physical activity, including bending, stooping, standing, and sitting for extended periods 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.