**Title:** Visitor Services & Tour Associate (Assistant)

**Department:** Visitor & Special Events

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

**Managing Supervisor:** Visitor & Special Events Manager

**Supporting Supervisor:** Volunteer & Tour Coordinator

**Position Description**: The Visitor Services & Tour Associate position’s primary responsibilities include providing customer service support, visitor admissions, group tour bookings, and/or volunteer support with other tasks as needed in facility rentals.

**Tour & Volunteer Support:**

* Assist with bookings and the coordination of tours and volunteer needs
* Communicate with tour groups, individuals, and volunteers about programs and their needs
* Data Entry into booking, point-of-sales, and volunteer systems
* Manage and supervise volunteers in the Volunteer & Tour Coordinator’s absence or as requested
* Process payments and oversee agreements/contracts with clients for tours
* Occasional admin duties as assigned, such as reports, document edits, etc.

**Visitor Services Operations:**

* Assist in the museum’s 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.
* Provide quality customer service for Museum visitors and event attendees by creating a welcoming, friendly, and professional visitor experience, and serves as an advocate for Museum resources, programs, and services.

**Other:**

* Assist as needed in event set up and break down at multiple venue locations of tables, chairs, equipment, A/V, etc.
* Staff morning, afternoon, or evening events as scheduled, particularly for events with tours and volunteers present
* Communicate with other staff and/or departments on event needs, venue maintenance, etc.
* Collect and distribute daily interoffice mail
* Ensures a safe and secure Museum environment for visitors, staff, collections, and facilities.
* Follow established security systems and procedures as indicated.
* Contribute in maintaining a clean environment within the Museum for optimal visitor experience with light custodial activities such as vacuuming, stocking restrooms, etc.
* Other duties as needed.

**Abilities, Skills, and Knowledge:**

* Ability to handle physical activity, including bending, stooping, standing, and sitting for extended periods of time required.
* Ability to lift up to 30 pounds, and stand for specific time durations required.
* Proven work experience in customer service, cash management, and invoicing required.
* Good written and verbal communication skills and organizational with time management skills required.
* Ability to work with others in a collaborative team environment required.
* Knowledge of Microsoft Office required.
* Administrative experience preferred.

**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.