**Title:**Visitor Experience Associate

**Department:** Visitor Services

**Status:** Non-exempt Full time, Hourly

**Supervisor:** Visitor Experience Manager

**Position Description**

The Visitor Services Experience Associate is an integral part of the Visitor Experience Team, and is the primary point of contact for members and visitors. The Visitor Experience Team is responsible for prioritizing the visitor experience in all actions to give our visitors an exceptional encounter with the science and art of the Colorado Plateau. The position responsibilities are as follows: greeting visitors, selling tickets, processing online ticket sales, selling memberships, booking tours, assisting with special events and rentals, patrolling the galleries, customer service in our retail location, and adhere to the health protocols in place to help combat the spread of COVID-19. The position is full-time. Weekends, evening, and holiday availability are required.

Successful candidates have a strong sense of hospitality, enjoy working with the public, team-oriented, and have a sincere connection with the mission of the Museum.

**Primary Responsibilities and Duties**

* As the first line of contact, deliver superior customer service, providing a gracious welcome and orientation to the Museum.
* Handle visitor operations in public spaces throughout the Museum, including visitor services, retail operations, group tours, gallery patrol, public programs, and rentals.
* Visitor Services duties include checking in visitors with advance reservations and walk-ins, answering general questions, processing memberships, conveying visitor policies and maintaining a clean environment for visitors and fellow colleagues.
* Assist in managing group tours, including all operations and correspondence involved with booking, billing, group entry, and visit needs.
* Patrol galleries to ensure visitors are adhering to the Museum’s policies and enforce as needed, along with monitoring the overall security of the Museum and its collections.
* Work within the Museum’s retail operation to assist customers with answering questions, purchase transactions, restocking, and other duties as needed.
* Provide operational support to the planning, set-up and tear-down of public programs and special events.
* Assist in managing and running rental requests, including client interaction, helping with set-ups and tear-downs, and monitoring activity and security during the timeframe of the event.
* Occasionally assist with custodial duties in the exhibits building.
* Adhere to the health and safety protocols in place to help combat the spread of COVID-19.

**Experience and skills required**

The ideal candidate must have at least two years of visitor or guest service experience (preferably in a non-profit, cultural setting), must possess excellent customer service skills; work well with a diverse group of colleagues, and be flexible to the changing needs of each day. Organizational skills and attention to detail is required.

Computer skills are essential. Must be able to learn quickly and adapt to the ticketing and customer relationship software. Parts of the position require physical labor including cleaning, vacuuming, standing and the moving of equipment, chairs and tables, etc.

**Working conditions**

This position is full-time and you must have the ability to work evenings, weekends, and holidays.

**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 have any questions, please call Jill at 928-774-5211, ext 203.