



**Position Description:** Visitor Services Representative, Visitor Engagement Ambassador & Program Outreach

**Hours:** Part-time, estimated at 12-15 hours/ week

**Benefits:** As specified in the personnel policy of the Museum

**Reports to:** Business Manager & Leader Museum Educator

### **Job Summary:**

This combined part-time position ranges across multiple assignments located on-site and off. In the part-time role of Visitor Services Representative, s/he welcomes and registers all museum visitors at the admissions desk. When visitor numbers swell, the role may include serving as a Visitor Engagement Ambassador. By treating the museum as more than just a destination for visitors but rather as a valued crossroads for community engagement, the Representative/ Ambassador makes each visitor's experience exceptional for its service and hospitality. Stellar interpersonal and coordination skills in support of the Museum's mission are paramount. Also essential are keen abilities to manage museum store and membership sales during visitor services shifts.

The museum's outreach program includes STEAM nights, which deliver 12 dynamic educational stations to schools and community centers. On occasions, the Representative will be asked to pack, transport, set-up and oversee a STEAM Night.

As a vibrant and integral member of the staff at the Shenandoah Valley Discovery Museum, the Representative/ Ambassador cultivates relationships, some of which result in new or renewing memberships. S/he helps to spearhead museum communications that promote attendance and membership growth. S/he thinks strategically and helps to inform fellow staff members on ways to improve the visitor experience.

### **Responsibilities**

Duties include but are not limited to:

1. Provide consistently stellar and personalized visitor services to over 80,000 visitors each year.
2. Communicate the wonder and excitement of museum programs and activities.
3. Anticipate visitors' needs and provide proactive and timely assistance.
4. Cheerfully check in visitors, accept payment, and record transactions.
5. Attractively organize museum store goods, and promote and execute sales.
6. Participate in special events and deliver STEAM night experiences.
7. Help to enliven interest in museum memberships and other promotions.
8. Support and provide hospitality for volunteers.
9. Successfully represent the museum to all constituencies.
10. Occasionally participate in staff meetings and special events.
11. Contribute to a culture of open communication and spirited collaboration among all members of the museum staff, board, and volunteers.
12. Other duties and responsibilities as required.

**Physical Demand & Work Environment:**

Travel to promotional venues and special events can occupy up to 20% of work hours. Work may at times include lifting/ moving objects weighing up to 50 lbs. and climbing ladders and step stools. This active, hands-on working environment is dependent on a strong team orientation, a high level of personal motivation, excellent communication and public relations skills, and the ability to create a positive visitor and member experience.

**Qualifications:**

- Demonstrated competency in client services.
- Committed to serving the educational needs of a diverse population.
- Ability to cultivate and nurture relationships with visitors, volunteers and museum members.
- Available Tuesdays and variable days, nights and weekends.
- Working knowledge of Microsoft Office, Excel; preferred experience with QuickBooks.
- Strong interpersonal skills interacting with the public in a professional and courteous manner, which reflects favorably on the museum. Outgoing, enjoys people!
- Excellent organizational and mathematical skills.
- Ability to attractively describe and actively promote museum programs.
- Detail oriented, able to multi-task and prioritize to fulfill customer needs.
- Ability to interact successfully with staff and volunteers, working collaboratively to create an efficient, enjoyable and productive work environment.
- Fun-loving spirit with an affinity for swarms of children.
- Mission-driven, energetic, collaborative, creative, adaptive and flexible.

**Evaluations:** The lead museum educator and business manager will conduct evaluations after the first six months and, thereafter, annually early in the calendar year.

**Application:**

Send letter of interest, resume and museum application to [Business@DiscoveryMuseum.net](mailto:Business@DiscoveryMuseum.net)

\*Please direct questions regarding the post to 540-722-2020 extensions 100, 101, or 103