



November 2, 2017

Job Description: Visitor Services Attendant/ Specialist

Hours: Full and Part-time, as established by the Director

Benefits: As specified in the personnel policy of the Museum

Reports to: Business Manager

Job Summary:

The Visitor Services Attendant welcomes and registers all museum visitors at the admissions counter. Treating the museum as more than just a destination for visitors but rather as a valued crossroads for community engagement, the Attendant makes each visitor's entry 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.

As a vibrant and integral member of the staff at the Shenandoah Valley Discovery Museum, the Visitor Services Attendant 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 to improve the visitor experience.

Responsibilities

Duties include but are not limited to:

1. Provide consistently stellar and personalized visitor services to over 50,000 visitors each year.
2. Communicate the wonder and excitement of museum programs and activities.
3. Anticipate our visitors' needs and provides 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 as well as in external marketing opportunities.
7. Helps to coordinate museum membership enrollments, promotions, and benefits, as well as sell memberships.
8. Help to recruit, orient and provide hospitality for volunteers.
9. Successfully represent the museum to all constituencies.
10. 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 10% 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.
- 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 executive director and business manager will conduct evaluations after the first six months and, thereafter, annually mid calendar year.