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**Job Opening**  
*Visitor Services Associate*

**Effective:** July 2016  
**Position Description:** Visitor Services Associate  
**Reporting to:** Manager, Visitor Services

**Purpose:** The Visitor Services Associate is the front line of contact with the public. As the Museum greeter and retail service operator, the Visitor Services Associate's duties include telephone reception and various clerical duties including the execution of front desk business functions at both museum locations (monthly rotations between St. George and Snug Harbor); with a focus on Museum Store sales, membership and facility rental.

**Required workshifts:** Sunday 11:30am-5:00pm Monday 10:30am-5:00pm  
Tuesday 10:30am-5:00pm Wednesday 10:30am-5:00pm

**Objective:** To create a welcoming, organized and informed experience for visitors while cultivating interest in the Museum and growing Museum Store sales. The Visitor Services Associate will also function as a support for Museum staff in executing special projects and other tasks.

**Responsibilities Include but not limited to the following:**

- Welcome and greet museum visitors
- Maintain a clean, welcoming and professional front desk environment
- Communicate with the public about Museum programs, local cultural points of interest, and access to the Museum staff
- Handle all daily cashier functions pertaining to admissions, Museum Store sales and memberships
- Collect and input data for admissions, program attendance, membership and other metrics
- Tally daily results in written form and keyboard data entry as necessary. Periodic reporting required
- Manage daily operations of the Museum Store: maintain customer friendly appearance, replenish stock regularly, label new stock for clarity in pricing, maintain inventory storage and promote sales and special offers
- Conduct accurate daily cash reconciliation including sales, admissions, membership and special programs for submission to Finance Department
- Assist in reconciliation of Museum Store inventory
- Utilize Point of Sale (POS) software to its fullest extent. Training provided.
- Maintain facility reservation book
- Demonstrate initiative and willingness to learn new processes
- Follow required procedures and protocols defined by the Staten Island Museum and Visitor Services

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- Communicate proactively with Manager of Visitor Services regarding problems or issues that need to be addressed
- Share leadership role in Museum Store outreach (off-site events)
- Demonstrate the ability to work within a team environment: attend meetings as required, communicate with management on issues and/or improvements.

**Qualifications:**

- Associate's Degree
- Two years of customer service experience
- Professional etiquette when communicating with colleagues and visitors
- Excellent verbal and written communications skills
- Self-starter. Able to take initiative
- Basic office skills including computer, fax, copy machines and telephone
- Basic math skills
- Excellent interpersonal skills, experience working with groups
- Knowledge of cultural organizations, in work or personal experience
- Manage multiple tasks
- Multi-lingual a plus.

**Computer Skills:**

Proficiency in MS Office environment: Word, Outlook required.  
Point of Sale software experience a plus. Training provided in Altru.  
Web based sales experience helpful.

Hourly rate: \$10.00

No calls please.

**Contact:**

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Staten Island Museum

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