



## Job Description

### *Visitor Services Associate*

**Effective:** August 2021  
**Position Description:** Visitor Services Associate  
**Reporting to:** Manager, Visitor Services  
**Effective:** Immediately

**Purpose:** The Visitor Services Associate handles all front museum desk functions with additional duties as requested. Reporting to the Manager of Visitor Services, the Visitor Services Associate is responsible for creating a welcoming experience for all guests. Operating as a brand ambassador and representing the museum by employing exemplary customer service practices, the VSA's primary responsibilities include: processing admissions, answering the main telephone line, offering basic exhibit interpretation, providing concierge services, selling memberships and museum store merchandise and, supporting museum events.

During the COVID-19 Pandemic, the Visitor Services Associate has the additional responsibility of ensuring the health and safety of all stakeholders during operating hours by following policies and protocols established by museum leadership and the Reopening Task Force.

**Schedule:** This part-time position offers shifts of up to 15 hours per week with additional hours as requested. This includes weekend shift hours and providing on-call support for staff calling out or on leave. Flexibility in scheduling is needed for evening and weekend events.

**Operating Hours** Friday, Saturday and Sunday 11:00am-5:00pm  
**VSA Shift** Friday, Saturday and Sunday 10:30am-5:00/5:30pm

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

- Warmly welcome and greet museum visitors showing appreciation for their decision to visit the museum.
- Follow all COVID-19 operating policies ensuring visitor adherence.
- Maintain a clean, welcoming and professional front desk environment.
- Maintain contact with supervisor throughout the operating day, reporting any issues or concerns immediately.
- Handle all daily cashier functions accurately.
- Manage ticket sales for general admissions and programs.
- Sell Museum Store merchandise and process museum memberships.
- Communicate with the public about the museum's exhibits and programs, local cultural points of interest, and access to the Museum staff
- Tally daily visitor contact results in written form and through keyboard data entry.
- Manage daily operations of the Museum Store: maintain a 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 the Finance Department.
- Assist in reconciliation of Museum Store inventory.

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- Utilize Altru, the museum's point of sale (POS) software to its fullest extent. Training provided.
- Maintain facility reservation book (the Red Book)
- Demonstrate initiative and willingness to learn
- Follow all procedures and protocols defined by the Staten Island Museum

### **Requirements**

- Completion of self-guided and in-person COVID-19 operations training
- Self starter / self directed: able to take initiative and multi-task
- Minimum of two years of customer service experience
- Excellent verbal and written communication skills
- Excellent problem solving skills
- Friendly demeanor
- Excellent people skills
- Work cooperatively within a small, creative team environment
- Basic office skills including computer, fax, copy machines and telephone skills
- Proficiency in MS Office environment: Word, Excel, Outlook
- Powerpoint and Photoshop experience helpful.
- Point of Sale experience a plus - training provided on museum's web based platform
- May require some lifting - up to 25lbs
- Professional references required.

### **Commitment to Diversity, Equity and Inclusion in Hiring and Employment Practices**

The Staten Island Museum (SIM) values, celebrates and commits to fostering diversity, equity and inclusion. SIM believes building an inclusive and equitable environment is an ongoing, active process that requires constant and deliberate mindfulness and attention. Through policies, procedures and programs, the Staten Island Museum values and seeks the strengths of human variety in race, ethnicity, culture, language, religion, gender, gender fluidity, sexual orientation, family structure, personal beliefs, age, ability, veteran status, socioeconomic status, immigration status, geography and country of origin. Across communities, in programming, with staff, trustees, volunteers, artists and visitors, SIM persistently strives to build a culture of diversity of voice and representation, authentically inclusive spaces and equity for all.

Hourly rate: \$18.00

No calls please.

#### **Contact:**

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