

## **GEORGIA MUSEUMS, INC.**

**JOB TITLE: Guest Services (Part-Time)**

**EXEMPT (Y/N): N**

**DEPARTMENT: Booth GS**

**SUPERVISOR: Guest Services Manager**

**DATE: 04/19/19**

**SUMMARY:** Welcome, process payments, and orient guests to the museum while providing an enjoyable first impression and exceptional customer service.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

Be responsible for ensuring high standards of professionalism in all areas of responsibility.

Process tickets to museum guests, check member cards, sell tickets to museum special events, and conduct program check-in in a courteous and professional manner.

Process a broad knowledge of the museum and its programs, as well as other local sites, directions to such sites and their schedule of events.

Direct guests to galleries, store, café, etc.

Distribute printed materials to guests, such as maps, brochures, family guides, etc.

Promote membership opportunities with prospective members.

Assist guests with finding event locations.

Answer phones in a professional manner and direct calls, as needed.

Generate reports on museum attendance and other operations as instructed.

Present a professional and pleasant appearance to visitors at all times.

Ensure exact daily balances of assigned cash drawer.

Be responsible for staying up to date on store merchandise knowing the pricing and quantities available.

Learn and apply POS and ticketing software.

Be acquainted with and follow safety and emergency procedures of the museum.

Monitor front doors paying close attention to guest who may need assistance.

Assist in annual store inventory and counting.

Be responsible for working well with others and promoting a team environment.

Be acquainted with and follow emergency procedures of the museum.

Perform other duties as assigned by supervisor.

**QUALIFICATION REQUIREMENTS:** High School Diploma preferred. Customer service experience is a plus. Must have excellent verbal, written and customer service skills. A desire to interact with the public, the ability to maintain a positive attitude, and flexibility are required. Must be aware that your first priority is to ensure high standards of professionalism in appearance and responsibilities. Experience with computers including databases and point of sale systems are a plus. Must be able to identify approaching visitors by sight, make eye contact, identify age range and communicate effectively. Must have ability to sit/stand roughly 8 hours. Must have manual dexterity required for keyboarding and mental capacity to use adding machine and handle money. Must be able to lift up to 20 pounds, climb a ladder, bend, stoop, kneel, and stock shelves.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Valid Drivers' License

**WORK ENVIRONMENT:** Museum and office environment, occasional work outdoors, non-standard hours that may include days, evenings, weekends, and holidays with varying shifts Sunday through Saturday. Noise level is usually moderate.