



Job: Visitors Services Associate

Updated: June 2, 2016

Job Description and Duties:

The Visitor Services Associate is the first person visitors encounter when they enter the Museum. The Associate is responsible for providing excellent customer service by greeting visitors and answering questions in person and on the phone. This position also operates the cash register to collect admissions and sell gift shop merchandise. The Associate will perform other simple clerical duties and will re-stock shop shelves as needed.

Qualifications:

- Excellent customer service skills.
- Experience working with cash and credit card transactions through web-based point-of-sale system.
- Basic familiarity with Downtown Appleton to make food and entertainment recommendations to out-of-town visitors.
- Ability to communicate effectively with way-finding in the museum and delivering some historical content.
- Ability to lift 25 pounds.
- Ability to sit and stand at a reception desk for up to 4 hours at a time.
- Use multi-line telephone system.
- Use MS Word and Excel software.

Employment Status:

Part-time, non-exempt

Reports to:

Visitor Services Team Leader or Business Manager