

Visitor Services Representative – Part Time

Terry Lee Wells Nevada Discovery Museum (The Discovery)

Position Summary

Reporting to the Museum Manager, the Visitor Service Representative (VSR) is a vital member of the museum's Operations team, providing excellent customer service to visitors at both the reception desk or retail store. Essential duties of this position include providing fast and efficient cash handling and credit card processing, using a point of sale software system to reconcile all transactions. With the VSR often serving as first point of contact to the public, this position will be the museum's ambassador to the public, and as such, will keep abreast of, and be able to share important information about programs, exhibits and special events.

Essential Functions

- Handle cash, credit card and special transactions quickly and efficiently.
- Cross-sell products, including store merchandise, memberships, birthday parties and event sales.
- Direct patrons of all ages to key parts of the building, exhibits, restrooms, and other facilities with polite, welcoming and service-oriented approach.
- Personally engage Discovery visitors, with the objective of ensuring each patron has a successful, meaningful, and pleasant experience.
- Processes memberships, online memberships and membership renewals in Altru.
- Mails membership cards.
- Updates membership changes, i.e. name, addresses, additions or deletions.
- Serves as a focal point during emergencies, directing parents, children and staff members to appropriate resources and personnel.
- Be completely interchangeable between retail and reception desk assignments.
- Other duties as assigned by the Visitor Services Supervisor or Visitor Services Director

Education & Experience Required

- High School Diploma or equivalent.
- One-year verifiable customer service experience in either retail or cash handling capacity.

Skills Necessary

- Superb customer skills.
- Above average math skills.
- A cool, calm, pleasant demeanor.
- Ability to cross-sell a variety of products and services.
- Basic computer skills including Microsoft Office, use of point of sale system.

Work Characteristics

- Attention to detail.
- Ability to multi task.
- Ability to work in a part-time capacity, typically 20 hours per week (but no more than 28).
- Flexible schedule—weekend and evening work will be required.

Working Conditions

General office environment. Work is sedentary in nature, but may require standing or walking for up to 10% of the time. Work is generally performed within an office environment, with standard office equipment available.

How to Apply

Please e-mail resume, cover letter and three references to jobs@nvdn.org. No phone calls please.

The Terry Lee Wells Nevada Discovery Museum is an Equal Opportunity Employer. Qualified persons are considered for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, genetic information, political affiliation or disability. The Terry Lee Wells Nevada Discovery Museum is a drug-free workplace.