

**Position:** Visitor Services Representative  
**Reports to:** Museum Manager  
**Status:** Part-time  
**Schedule:** 12-30 hours/week. Variable schedule including regular business hours and Saturday/Sunday availability is required.  
**Compensation:** Starting at \$16.00/hour

**Objective:** Create a first impression of warmth and welcome for all The Discovery's visitors and set the mood and tone for each visitor's experience at the museum by providing information necessary for visitors to feel inspired to explore.

**Requirements:** An ideal candidate for this position is a mature, responsible, dependable individual who enjoys working in a fast-paced environment; is a people-oriented and satisfaction driven person; can handle multiple tasks simultaneously; and possesses a flexible schedule. Must be self-motivated, detail-oriented, and trustworthy; with the ability to transmit a welcome greeting while handling cash transactions in an efficient and effective manner. Must be able to lift 50 pounds, with or without reasonable accommodation. Use of radio for communication is required. A high school diploma or equivalent, and cash handling experience are required.

A pre-employment background check and drug screening are required.

**Environment:** General office environment. Work is sedentary in nature but may require standing or walking for up to 15% of the time. Work is generally performed within an office environment, with standard office equipment available.

**Job functions:** The duties and functions of this position include, but are not limited to:

- Handle cash, credit card and special transactions quickly and efficiently.
- Cross-sell products, including Museum Store merchandise, memberships, birthday parties and special event tickets.
- Direct patrons of all ages to key parts of the museum, exhibitions, restrooms, and other facilities with a polite, welcoming and service-oriented approach.
- Personally engage with The Discovery's visitors to ensure each patron has a meaningful and pleasant experience.
- Process memberships transactions and sales in Altru, the museum's software system.
- Update memberships, i.e. name, addresses, additions or deletions.
- Assist during emergencies, directing parents, children, visitors and staff members to appropriate resources and personnel.
- Be completely interchangeable between admissions desk and Museum Store assignments.
- Other duties as assigned by the Museum Manager or Chief Operating Officer.

*The Terry Lee Wells Nevada Discovery Museum (The Discovery) is an Equal Opportunity Employer and is committed to ensure that all employees and applicants receive equal consideration and treatment, regardless of race, color, creed, gender (including gender identity or gender expression), religion, marital or domestic partner status, age, national origin or ancestry, physical, mental or medical disability, sex, sexual orientation, citizenship, military service status, veteran status, or any other characteristic protected by state or federal law or local ordinance. The Discovery is a drug-free workplace.*

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