

- Position:** Visitor Services Representative (VSR)  
**Reports to:** Visitor Services Coordinator  
**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:** Provide exceptional customer service, ensuring a welcoming atmosphere and efficiently assisting visitors with information, admission, sales and inquiries to enhance their overall experience.
- Requirements:** The ideal candidate embodies maturity, responsibility, and dependability, thriving in a dynamic, fast-paced environment. This individual should be people-oriented and driven by a commitment to visitor satisfaction, capable of managing multiple tasks concurrently while maintaining a flexible schedule. The successful candidate will possess excellent interpersonal skills, allowing them to greet visitors warmly while efficiently processing cash transactions.
- Physical requirements include the ability to lift up to 50 pounds, with or without reasonable accommodation. Candidates must have a high school diploma or equivalent. Prior cash handling experience and/or bilingual candidates are preferred.
- Pre-employment background check and drug screening are required.
- Environment:** General office environment, admission desk and Museum Store, with the role being mostly sedentary but requiring standing or walking for up to 50% of the time. Standard office equipment is provided.
- Job functions:** The duties and functions of this position include, but are not limited to:
- Efficiently manage cash, credit card, and special transactions to ensure a smooth visitor experience.
  - Promote and sell various products, including merchandise from the Museum Store, memberships, birthday party packages, and special event tickets.
  - Guide visitors of all ages to important areas within The Discovery, such as exhibitions, restrooms, and other facilities.
  - Actively engage with visitors to foster a meaningful and enjoyable experience during their time at The Discovery.
  - Process and update membership transactions and sales using Altru, The Discovery's point-of-sale software.
  - Provide assistance during emergencies by directing parents, children, visitors, and staff to the appropriate resources and personnel.
  - Seamlessly transition between admissions desk and Museum Store duties as needed.
  - Other duties as assigned by the Visitor Services Coordinator.

Revision date: 10/24/2024

*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.*