Position: Visitor Services Representative II
Reports to: Visitor Services Coordinator
Status: Part-time
Schedule: 12-30 hours/week. Variable schedules including regular business hours and Saturday/Sunday availability are required.
Compensation: Starting at $18.00/hour

Objective: Provide excellent customer service by efficiently supervising visitor service operations. Ensuring a welcoming atmosphere and efficiently assisting visitors with information, admission, sales, and inquiries to enhance their overall experience.

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. The VSR II oversees operations of the admissions desk, facilitating breaks, supporting visitor services staff, addressing schedule deficiencies, and generally ensuring proper procedures are carried out in an efficient, seamless manner.

Must be able to lift, scoot, push, and pull 50 pounds, with or without reasonable accommodation alone and up to 100 pounds in tandem.

A high school diploma or equivalent, and cash handling experience are required. Candidates seeking higher education (bachelor's or graduate degree) are preferred.

The VSR II must be CPR and first-aid certified. Training and certification will be paid for by The Discovery.

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 50% 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:

- Act in a supervisory capacity in the absence of the Visitor Services Coordinator.
- Open and close cash drawers for VSR staff, approve end-of-shift balances and correcting any errors.
- Deliver deposits to finance.
- 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 visitors 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.

- Be able to de-escalate and attempt to resolve conflicts that arise with visitors in the museum. Refers to Visitor Services Coordinator and Senior Leadership as necessary.
- Maintain positive relationships with the community.
- Process and update memberships, i.e. name, addresses, additions or deletions.
- Review entered memberships.
- Lead morning meetings.
- Assist during emergencies, directing parents, children, visitors, and staff members to appropriate resources and personnel. In the absence of a manager will serve as Incident Commander and a focal point during emergencies, acting as point of contact for emergency personnel. Will contact Senior Leadership as needed.
- Be completely interchangeable between admissions desk and Museum Store assignments.
- Assist with special events including setup and tear down which may require manual labor and/or heavy lifting, moving exhibits, moving standard and temporary furniture, and adhering decorations.
- Be knowledgeable, understand, and execute all duties and responsibilities of a Visitor Services Representative.
- Other duties as assigned by the Visitor Services Coordinator 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.