

Visitor Services Associate

The Visitor Services Associate (VSA) is responsible for welcoming every guest graciously, providing exemplary and proactive sales service, and encouraging all guests to enjoy and support the museum. This position plays a key role in onsite educational and revenue-generating programming, while providing support for all museum departments.

The VSA must demonstrate the highest level of courtesy and inclusivity; be knowledgeable about the museum, its programs, and products; communicate effectively with guests, callers, and fellow staff; remain calm under pressure; and resolve occasional conflicts to ensure an exemplary visitor experience.

This position is part time, seasonal (April-December) and reports directly to the Manager of Visitor Services. The VSA must be available to work weekend days and occasional evenings. He/she must be comfortable with handling cash and the responsibilities that entails. He/she must be able to efficiently operate a Point-of-Sale system, PC computer, telephone, and copy machine. He/she must have sufficient mathematical skills to make change, compare the cash receipts at the end of the day to cash register totals, calculate attendance figures, etc. Experience in retail or hospitality industries, and fluency in foreign languages are welcomed attributes.

Specific duties to be performed:

- Staff the Gatehouse, Visitor Services Center Front Desk, and other Point-of-Sale (POS) locations throughout the site.
- Greet visitors and guests warmly and exhibit exemplary customer service and inclusivity.
- Understand the programs, membership levels, merchandise, and discounts offered by the museum; and proactively promote them.
- Operate the Altru POS effectively so that attendance and sales are accurately entered throughout the day.
- Open and maintain a cash drawer.
- Restock brochures, etc. in the Visitor Center.
- Keep the gatehouse and front desk area clean and tidy.
- Provide information about the area to guests, including directions to nearby restaurants, accommodations, other attractions, etc.
- Answer incoming phone calls and redirect as needed. Collect, respond to and/or redirect e-mail and voice mail messages.
- Monitor walkway as guests enter the grounds.
- Alert the Facilities staff of equipment malfunctions or maintenance needs, as well as potential security threats
- All other duties as required

To apply, send your cover letter and resume to Director of Finance and Human Resources Diane Gocha at dgocha@boscobel.org.

Boscobel is committed to diversifying its audience and workforce. Veterans and candidates of any gender, ethnicity, race, religion, and cultural background are encouraged to apply.