



Position: Guest Services Associate

Type: Part time

POSITION SUMMARY

We are looking for highly organized candidates with excellent communication skills for the position of Guest Services Associate. Guest Services Associates are responsible for providing front desk and retail services to guests, undertaking various administrative duties.

The ideal Guest Services Associate will have tremendous enthusiasm while greeting guests upon arrival and making them feel welcomed. They will facilitate retail sales, admission to the Museum, event and membership sales and answer inquiries for information regarding the Museum's mission, history exhibits, events and programs. Availability needed daytime including weekends and occasional evenings.

ESSENTIAL FUNCTIONS

- Provide extraordinary customer service to guests in person, online and over the phone.
- Process retail sales, general admissions, membership sales, and donations to the Museum in person and over the phone.
- Perform Museum store and front desk opening and closing functions.
- Handle cash and credit card transactions.
- Assist with restocking, cleaning, and merchandising in the Museum store and inventory storage areas.
- Coordinate with staff management.
- Provide information to guests on various matters such as exhibitions, membership, and local area information.
- Diffuse conflict or tense situations with guests.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma or GED
- Customer service and cash handling experience preferred
- Exceptional interpersonal skills
- Excellent written and verbal communication
- Good time management and organizational skills in a seasonally high volume, fast-paced work environment
- Patience and good listening skills
- Ticketing System (Tessitura) experience preferred (training available)
- Ability to work a flexible schedule, including weekends and some holidays and evenings, as needed
- Passion for customer service, museums, art, history (preferred)



WORK SCHEDULE

The Museum is open 6-7 days per week, depending on the season. Part-time schedule negotiable based on mutual need. Flexibility to work weekend and occasional evening hours due to events or evening hours the Museum is offering is preferred.

PHYSICAL/MENTAL/SENSORY DEMANDS

The work environment is a climate-controlled art museum with display galleries, standard offices, museum shop, and other non-public spaces. Work is performed almost entirely indoors.

While performing the duties of this job, the employee is frequently required to receive oral and written instructions in English and to clearly communicate in English in person, over the telephone, through email and through other electronic means. The employee is required to move about their work area, between galleries and storage areas, ascend and descend stairs; and stand and/or sit for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 30 pounds unassisted. The employee is required to identify, observe, and assess visually and comply with Museum health and safety-related protocols. Some local travel may be required.

Reasonable accommodations may be made to enable qualified individuals with different abilities to perform the essential functions to the extent the Western Spirit may do so without undue hardship. The term “qualified individual with different abilities” means an individual who with or without reasonable accommodation can perform the essential functions of the position.

SALARY

The salary range for this position is **\$16.50/hour - \$17.50/hour** based on experience..

INTERESTED APPLICANTS

We are committed to an inclusive workplace and actively seek to employ a diverse group of people who embody our organizational values. We welcome and encourage individuals of all backgrounds to apply and are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, disability, ethnicity, familial status, gender identity and/or expression, genetic information, marital status, national origin, race, religion, sex (including pregnancy), sexual orientation, veteran status, or any other protected status.

Please send a resume and cover letter addressed to Shannon Barrett, Director of Human Resources and Finance at sbarrett@westernspirit.org. Submissions will be reviewed and considered as received.