



**Title:** Visitor Services  
**Classification:** Part-time, Non-exempt  
**Department:** Visitor Services  
**Reports To:** Director of Retail and Visitor Services  
**Created:** October 16, 2001  
**Revised:** July 2016

**Position Summary:** Responsible for working at the Museum's retail store, Visitor Services desk and other Visitor Services posts throughout the Museum.

**Specific Responsibilities:**

- Interacting with the general public including greeting and welcoming visitors, answering questions and providing information about the Museum and its exhibits and programs, promoting visitorship to the museum and acting as a Museum representative at various exhibit posts
- Fielding incoming telephone calls including routing calls and taking messages
- Collecting admissions fees and selling memberships
- Distributing mail, facsimiles and packages to staff mail boxes and/or alerting staff to pick-up their deliveries
- Oversee and operate postage meter and copy machine
- Supporting other Museum departments with light clerical duties as assigned
- Possesses a professional demeanor in dealing with visitors, trustees, donors, and vendors on the phone and in person
- Interact with customers shopping in the Museum store to ensure the customers are served including answering questions, assisting them with purchases, cashiering and welcoming their return
- Ensure the retail store displays are maintained by cleaning and straightening merchandise
- Assist with receiving new merchandise by pricing and stocking
- Using POS system in the store as well as various programs on a computer while working at the Front Desk.

**Essential Requirements:**

- Some general office and/or sales or customer service experience
- Strong communication skills (verbal & written)
- Strong organizational skills including an excellent ability to handle multiple tasks
- Experience working on, and basic knowledge of, computers
- Comfortable interacting with the public
- Able to work independently
- Able to maintain a high level of confidentiality in all areas of work
- Dependable and punctual
- Comfortable working in various work environments including outdoors

**Work Environment:**

- General front office and retail store environment with occasional work throughout the Museum's facilities (galleries, conference rooms, research laboratories, and exhibit halls) and outdoors
- Extensive interaction with the general public



- Frequent standing, sitting, and walking with occasional climbing stairs, bending and lifting light loads (10 lbs)
- Frequent repetitive movement tasks (typing, stuffing envelopes, collating documents/mailings)

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The incumbent must be able to perform each requirement of the position as outlined in the job description. **Essential Requirements** are representative and are essential for satisfactory job performance. The **Work Environment** characteristics are representative of those that may be encountered while on the job. The Museum will make reasonable accommodations to enable individuals with disabilities to perform the essential functions of the position.

**Signatures:**

**Employee**

I have read this position description and understand its contents.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**Museum**

This position description accurately describes the critical and important duties assigned to this position.

\_\_\_\_\_  
Department Head

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director Finance & Administration

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date

**Background Investigation:**

Yes            No

**Type:**      Reference    SSVerif./Eligibility Verif.    Felony/Misdemeanor  
                 Driving History    Academic Degree    Prof. Licenses  
                 Other \_\_\_\_\_

**Reason:** \_\_\_\_\_