



Title: Visitor Services Assistant
Classification: Part-time, Non-exempt
Department: Sea Center
Reports To: Sea Center Manager
Created: May 2008

Position Summary: Responsible for working at the Sea Center's retail store, admissions desk, various visitor services posts, and other duties as assigned, in a professional, friendly, and proactive manner.

Specific Responsibilities:

- Presenting a consistently professional, friendly, and enthusiastic demeanor in all dealings with visitors, trustees, donors, and vendors, both on the phone and in person.
- Proactively interacting with the general public, including greeting and welcoming visitors; answering questions; providing information about the Sea Center and its exhibits and programs; providing information about the Museum's Mission Canyon Campus; giving directions; acting as a Sea Center representative at various posts; providing general information about Stearns Wharf, the Waterfront, and Santa Barbara; and dealing diplomatically with visitor complaints and complaint response
- Answering incoming telephone calls in a friendly and professional manner, including routing calls and taking messages.
- Collecting admissions fees, selling memberships, welcoming visitors, and answering questions at the Admissions Desk
- Sorting and distributing mail, facsimiles, and packages to staff mail boxes, and/or alerting staff to pick up their deliveries
- Operating postage meter, copy machine, facsimile, and other office equipment
- Supporting Sea Center staff with light clerical duties as assigned, including filing, photocopying, and document assembly
- Assisting and interacting with customers in the Sea Center Store, including answering questions, assisting with purchases, cashiering, gift wrapping, and promoting a positive guest experience
- Promoting efficient operation of the Sea Center Store, including straightening and stocking merchandise; ensuring that the floor, sales area, and retail displays are kept clean and free of clutter; monitoring Store inventory and supplies; and being well-organized in dealing with multiple customer needs and requests
- Monitoring Sea Center facilities, both inside and outside, for unsafe or potentially hazardous conditions, and for any other conditions that may require maintenance or repair, and notifying the appropriate Sea Center Staff of any such conditions.
- Monitoring the flow of visitors into, and out of, the Sea Center, and notifying appropriate staff of any inappropriate or unsafe activities
- Collecting visitor information, including Visitor Surveys
- Assisting Sea Center staff in keeping the Sea Center facilities, including public areas, orderly and free of trash and debris
- Assisting in the coordination of the Sea Center Birthday party Program, including birthday party setup, supervision, and cleanup
- Assisting with special events at the Sea Center, including after-hours events

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Essential Requirements:

- Exceptional customer service skills and orientation
- Ability to work effectively with the general public and with a diverse visitor population, including children
- Strong organizational skills, including a strong ability to efficiently handle multiple tasks
- Friendly, enthusiastic, and professional demeanor
- Willingness to work in a variety of work assignments
- Willingness to work variable hours, including weekends and some holidays
- Dependable and punctual
- Comfortable working in various work environments, including outdoors

Desirable Experience & Skills:

- General office, sales, and customer service experience
- Experience working with retail point of sale systems and inventory
- Basic knowledge of marine science and/or the natural history of Santa Barbara
- Ability to work occasional evenings for special events or extended Sea Center hours
- Bilingual

Work Environment:

- General front office and retail store environment with occasional work throughout the Sea Center's facility and outdoors
- Extensive interaction with the general public
- Frequent standing, sitting, and walking with occasional climbing stairs, bending and lifting light loads (10lbs)
- Frequent repetitive movement tasks (typing, stuffing envelopes, collating documents/mailings)

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