

Job Description — Visitors Services Associate

Position:	Visitors Services Associate
Location:	Customs House Museum & Cultural Center
Job Type:	Part-time
Classification:	Non-Exempt
Salaried/Hourly:	Hourly
Reports to:	Visitor Services Coordinator

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Position Overview

This position is strongly customer service focused. The Visitor Services Associate will facilitate a warm and enthusiastic reception for visitors as they enter the building, providing information and assistance. The ideal candidate will maintain awareness of changing information in a dynamic work environment. Responsibilities will focus primarily at the Visitor Services front desk; however, tasks will also be assigned within the galleries, among visitors or assisting other staff members.

Essential Functions

While performing the duties of this job, the employee is regularly required to:

Visitor Services

1. Provide visitor reception, information and orientation.
2. Answer telephone and route calls.
3. Maintain a safe, clean and welcoming environment for all patrons.
4. Address visitor inquiries, comments and complaints.
5. Greet and assist visitors in the galleries.

Security and Maintenance

1. Use the security cameras to monitor galleries.
2. Assist with keeping public areas tidy.
3. Determine a visitor's reason for being in the building upon entering and direct appropriately.
4. Ensure exits and entrances are locked and secure at the end of day.

General

1. Assist in keeping a daily attendance tally and for special events.
2. Turn lights on before opening, and off after closing.
3. Unlock front entrances upon opening for the day.
4. Alert Visitor Services Coordinator of any concerns or potential problems found in the museum.
5. Relieve fellow staff members during lunch or break times.
6. Assist associates in Seasons: The Museum Store as needed.
7. Other duties as assigned by Visitor Services Coordinator.



This job description is not designed to cover or contain all activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Competencies

The ideal candidate possesses the following traits:

1. Professional appearance and attitude
2. Excellent oral communication skills
3. Strong computer skills
4. Great attention to detail
5. Customer service experience
6. Must be a reliable team player
7. Be open to learning new things
8. Adaptable to a changing work environment
9. Ability to follow instruction
10. Interested in sharing ideas
11. Experience working in a similar role with a cultural, hospitality, tourism, or entertainment institution preferred

Physical Demands

1. Working knowledge of general cleaning standards and procedures.
2. Ability to bend, stoop, stretch and lift up to 20 pounds.

Travel

This position does not require travel.

Education and Experience

Minimum High School diploma or GED.

Schedule

1. Schedule will typically involve working Thursdays, Fridays and Saturdays, between 9:30-5:30, and Sundays, between 12:30-5:30.
2. Two-week pay period schedules will be prepared in advance.
3. 25 Hours minimum available per work week.
4. Must be available to work on weekends.
5. There is potential for additional hours associated with special projects, to cover other employee's vacation/sick days or during special events/facility rentals.

Benefits

The Museum offers all part-time employees paid holidays, vacation, and sick leave. Insurance benefits are also available for short-term disability and accidents.

All new or vacant positions at the Clarksville-Montgomery County Museum, d.b.a. the Customs house Museum & Cultural Center will be filled by the selection of only fully qualified applicants, regardless of race color, gender, religion, national origin, age, or disability who meet the job related criterial of the job description. All potential employees will undergo a background check, and must provide proof of being able to legally work in the U.S. All potential employees who have cause to have their own vehicle's and/or Museum vehicles for justifiable and approved Museum business must have a valid driver's license and proof of auto insurance.