



Visitor Services Guide Job Description

Part Time – 30 Hours Per Week (non-exempt)

The Visitor Services Guide will be part of an upbeat and high-energy Visitor Services Team, driven to provide unsurpassed customer service and remarkable learning experiences to museum visitors. This position is primarily responsible for executing the functions of the Welcome Center and maintaining/organizing the exhibit floor, in partnership with the Visitor Services Team. This is a part-time position that is scheduled to work up to 30 hours per week Monday – Friday. Schedule will vary from week-to-week at the discretion of the Visitor Services Manager and/or Director of Operations.

-This position reports directly to the Visitor Services Manager

The ideal candidate...

- ✓ Possesses strong organizational skills and enjoys multi-tasking.
- ✓ Can work independently with attention to detail.
- ✓ Is a creative thinker and problem solver.
- ✓ Has a friendly personality and positive attitude.
- ✓ Enjoys working with children of all ages.
- ✓ Communicates well with co-workers and the public.

Work Environment & Physical Demands:

This Visitor Services Guide typically works on the exhibit floor and at the visitor services desk. At times the exhibit floor is a fast-paced and moderately loud environment. This position is required to interact with both adult and youth visitors throughout the day. The Visitor Services Guide must regularly move and/or lift up to 20 pounds, in addition to standing and walking for long periods of time when necessary.

Major Duties and Expectations:

- Welcome visitors to the museum with a friendly smile and positive attitude.
- Inform visitors of special events, workshops, birthday parties, and other initiatives.
- Accurately operate the Point of Sale cash register system.
- Clean, sort, and organize exhibit manipulatives.
- Performs cleaning tasks.
- Engage children and adults through play within exhibit galleries.
- Facilitate select programs & workshops for museum visitors.

Qualifications:

- Ability to commit to a fixed work schedule.
- Strong verbal and interpersonal skills.
- Desire to work as part of a team in a fast-paced environment.
- Experience working in the fields of Customer Service & Hospitality.
- A love and desire to work with and around children.

Ready to apply? – Please e-mail resume and three references to mindy@handsonwnc.org. Position open until filled.