



<b>Job title</b>	<i>Guest Experience Assistant</i>
<b>Reports to</b>	<i>PR &amp; Marketing Manager</i>
<b>Department</b>	<i>80-000</i>
<b>Grade</b>	<i>2</i>

### **Job summary**

The Guest Experience Assistant primarily provides high quality customer services to Discovery Lab visitors, in a fast-paced environment, including ticket-selling, greeting and providing information.

### **Duties and responsibilities**

#### **Primary functions:**

- Communicates professionally regarding Discovery Lab's activities, events, and attractions to visitors at the front desk, on the telephone, and in the museum setting.
- Effective use of computer ticketing system to sell admission tickets and accurately handle cash/credit card systems.
- Sustains a safe and secure environment for students, museum guests and staff.
- Establishes a strong understanding of the museum to be able to answer general questions by guests.
- Organizes, restocks, and assists in keeping the appearance of the Merchandise shop.
- Sanitizes and keeps the lobby, front doors, and ticketing area clean at all times.
- Regular punctual attendance

#### **Secondary functions:**

- Assumes tasks and responsibilities as assigned by the PR & Marketing Manager.

### **Qualification requirements**

#### **Knowledge and skills:**

- Ability to follow basic instructions.
- Effective customer service skills.
- Professional communication skills, both written and oral.
- Organized attention to detail.
- Recognize and respond appropriately to safety and security issues.

#### **Education and work experience:**

- High School diploma or equivalent combination of experience and education.
- Customer service experience.
- Working knowledge of computers, cash register systems and/or ticketing systems.

#### **Preferences:**

- Fluency in a language in addition to English to support Discovery Lab's mission and objectives.

### **Working conditions**

This job is a regular, part-time (less than 30 hours/weekly), non-exempt, hourly position. Occasional after hours may be required. Moderate to loud noise environment.

### **Physical requirements**

70% Sitting, 20% Walking/Standing, 10% Lifting/Carrying/Pushing/Pulling no more than 10-30 lbs.

### **Additional requirements**

- Pre-employment and/or pre-duty checks, such as criminal background check, alcohol and drug test, and reference checks

**Direct reports**

None

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<b>Approved by:</b>	
<b>Date approved:</b>	
<b>Reviewed:</b>	

**This position description is representative of the major position requirements and is not intended to be all inclusive.**

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