



Job title	<i>Guest Services Assistant</i>
Reports to	<i>Guest Services Manager</i>
Department	<i>80-000</i>
Grade	2

Job summary

As the first face that will greet many of the museum's guests, the Guest Experience Assistants provide high quality customer service in the ticketing area, merchandise shop, and for birthday parties and rentals..

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.
- Guest Experience Assistants will primarily have job responsibilities at the ticketing desk, within the merchandise shop, and in helping to facilitate birthday parties and private rentals.
- Effective use of computer systems to sell admission tickets and merchandise and accurately handle cash/credit card systems.
- Maintains 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 Guest Services 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:

- Cash Handling Experience
- 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, non-exempt, hourly position. The typical work schedule for this job is contingent upon staffing needs and vary. Weekend and evening hours will 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

Approved by:	
Date approved:	
Reviewed:	

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

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