

KENTUCKY SCIENCE CENTER

POSITION DESCRIPTION

TITLE: Part-Time Visitor Services Representative

REPORTS TO: Visitor Services Management Team

SUMMARY:

The Visitor Services Representative is a team member for the Visitor Services Department, the first line of contact as science ambassadors for the Kentucky Science Center. The VS Department is responsible for meeting visitors' needs. Areas of service include admissions, gift shop, theater, concessions, lunchroom, information, and phone reservations.

RESPONSIBILITIES:

- Give accurate information to visitors 100% of the time.
- Serve a diversified public (children, parents, adults and teachers) with a positive professional, energetic GLOWING attitude.
- Effectively market Science Center products and programs to customers.
- Complete transactions accurately and efficiently.
- Prepare accurate daily balance reports.
- Maintain a clean, neat, and well-stocked work area.
- Assist in inventory activities.
- Sell concessions to visitors, stock and clean concession area.
- Welcome reserved groups into the lunchroom, facilitate lunchtimes and groups, and clean lunchroom area.
- Welcome guests to the theater in a pleasant manner while taking tickets. Greet visitors, schools, and groups at theater entrance to provide instructions and to assist in seating.
- Make clear, professional public address announcements.
- Monitor theater during shows when needed to assist guests with their needs and minimize disturbances. Also report any technical problems to projection booth.
- Maintain high level of theater cleanliness.
- Answer and return phone calls in a timely manner.
- Communicate and work in a team manner with co-workers and volunteers to ensure a smooth operation.
- Perform other tasks, as assigned.
- Report to work in a timely manner and maintain a strict time schedule.
- Maintain flexibility to work days, nights, and weekends, as well as holidays.

POSITION QUALIFICATIONS:

- High School diploma or GED required. One to two years post high school education preferred.
- One to two years cash handling experience required. Retail experience preferred.
- Experience in a professional office environment, including answering the phones and data entry.
- Prior experience in dealing with the general public.
- Must be honest, dependable and able to work independently.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge and understanding of customer service.
- A friendly demeanor and glowing attitude is a must.
- Good communications skills. Possess a clear and pleasant speaking voice.
- Ability to maintain a professional appearance.
- Ability to work as team member with other staff.
- Ability to work comfortably with the public of all ages and backgrounds and be comfortable in crowded situations.
- Ability to report to work in a timely manner and maintain a strict time schedule.
- Ability to adjust to a flexible work schedule and work at least two to three shifts per week.
- Ability to be flexible to work days, nights, and weekends, as well as holidays.
- Ability to meet deadlines and perform work schedule conscientiously.
- Ability to be detail oriented in a distracting and changing office environment.
- Ability to complete all training. Must possess good math skills and have a basic understanding of business technology (including internet: schedule and information shared online).

EFFORT:

- Must be able to see, hear and speak. Incumbent spends considerable time standing, manipulating objects with fingers and hands, reaching, stooping, kneeling, reading, working at a computer or cash register and examining information and objects. Position also requires the incumbent to sit, walk, climb, bend and stretch. Incumbent may be asked to lift up to 25 lbs. from time to time.

WORKING CONDITIONS:

- Work is performed in a moderately noisy to loud environment.

MACHINES, TOOLS, EQUIPMENT:

- Computer, printer, calculator, telephone, cash register, photocopy machine, fax machine.

CLASSIFICATION:

- Range 1
- Non-Exempt
- Part Time

Reasonable accommodation may be made to those who are able to perform the essential duties of this job.

The Kentucky Science Center reserves the right to revise this Position Description, as it deems necessary.

The Kentucky Science Center is an equal opportunity employer.