

## **OPERATIONS DEPARTMENT**

### **Guest Services/Gallery Assistant**

#### **Job Description**

#### **Availability**

Year-round; Monday-Friday, some nights and Saturdays

#### **Position Description**

This is a dual position. As a Guest Services Associate you will be responsible for providing an exceptional, unique and memorable experience that will exceed Guest's expectations. As a Gallery Assistant, you are responsible for enhancing visitor experience and interaction throughout the Exploreum's Exhibit Galleries.

#### **Position Responsibilities**

- Reports directly to the Senior MOD or Assistant MOD
- Provides exceptional customer service at all times, greets visitors with a smile, answers the telephone in a professional manner and directs the caller to the appropriate individual or department.
- Responsible for various duties associated with, but not limited to, the Gift Shop, Box Office and Café.
- Manages Birthday Party Check-In Table
- Organizes and moves school groups throughout the Exploreum according to their schedule
- Presents Gallery overview and supervises school groups and the general public to ensure that all exhibits are used in the correct way
- Continuously moves throughout galleries and encourages visitors to participate in programs and interact with exhibit kiosks
- Keeps all exhibit equipment in neat and clean condition
- Reports all broken or damaged equipment to the MOD
- Is familiar with and promotes Exploreum programs, events and memberships, etc.
- Works special events, programs, workshops, festivals, camp-ins, camps and other Exploreum functions
- Attends mandatory staff meetings
- Enforces Exploreum safety policies at all times

#### **Qualifications**

- Possess excellent communication and public speaking skills
- Must be enthusiastic, energetic and motivated, and able to work as a part of a team
- Willingness and dedication to learn new things
- Desire to take initiative and perform with little supervision
- Flexible, adaptable and able to learn quickly
- Experience with dramatic arts, public speaking or science education a plus
- Possess excellent customer service and interpersonal skills