**Job Description**

**The Columbus Museum, Inc.**

**Visitor Services Representative**

**Purpose Statement**

The job of Visitor Service Representative is located in the Administrative Department of the Columbus Museum. This position is responsible for providing visitors with information about the building and current programs and exhibitions, answering visitor questions and offering appropriate printed materials, and keeping accurate visitor number records. The job also involves selling products in the gift shop and café, pricing, displaying, restocking shelves, dusting and cleaning. The hours for this position are Thursday 5pm-8pm, Saturday 10am-5pm and Sunday 1pm-5pm.

**Essential Functions**

* Greet all visitors to the Museum and provide them with information about the building and current programs and exhibitions for the purpose of making all visitors feel welcome.
* Initiate conversation, ask open-ended questions to determine customer needs for the purpose of meeting their needs.
* Communicate information regarding product details to customers for the purpose of making sales.
* Accurately answer routine questions/inquiries in a helpful and courteous manner for the purpose of providing customer service.
* Maintain cleanliness of the front desk, shop, and café areas for the purpose of upholding Museum standards.
* Uphold customer service standards for the purpose of providing excellent customer service.
* Inform customers of the gift shops in-store specials and promotions for the purpose of making more sales.
* Utilize add on selling for the purpose of maximizing sales.
* Handle cash, change and operate the cash register including credit card machine and be somewhat familiar with our Shopify POS system for the purpose of processing sales as quickly and efficiently as possible.
* Always thank the customer for visiting the Museum and encourage them to return for the purpose of providing excellent customer service.
* Ensure stock levels on the sales floor are maintained continually for the purpose of maximizing sales.
* Organize merchandise on the sales floor, keep shelves and fixtures fully replenished and the drink machine stocked for the purpose of maximizing sales.
* Keep merchandise and supplies in the closet organized for the purpose of maximizing sales.
* Offer customers a chance to purchase a membership to the Museum for the purpose of maximizing membership revenue.
* Offer customers a chance to round their purchase up to the nearest dollar for the purpose of maximizing donations to the Museum.
* Keep accurate visitor number records including zip code data for the purpose of accurately tracking where the Museum visitors are from to help make decisions for advertising and outreach efforts.
* Answer the telephone and be proficient in the Museum’s multi-line telephone system for the purpose of directing calls to the appropriate staff person or answer the caller’s questions.

**Other Functions**

* Maintain an awareness of theft deterrents for the purpose of controlling theft loss.
* Communicate sources of potential loss to management for the purpose of controlling theft loss.
* Report all shop thefts or damaged merchandise to the Gift Shop Manager for the purpose of controlling theft loss and inventory levels.
* Keep desk materials in an organized manner
* Work with security personnel in matters at the desk
* Process Bulk Mailings
* Other duties as assigned

**Job Requirements: Minimum Qualifications, Skills, Knowledge and Abilities**

**SKILLS** This position requires excellent clerical and organizational skills, including typing and must be proficient in Microsoft Office. Well-developed interpersonal skills are important in working with museum staff and trustees, School District personnel, other museum and professional personnel, museum volunteers, and the general public. This person must possess poise, courtesy, and diplomacy when dealing with people, both in person and by telephone. Must be organized, able to carry through on tasks assigned and have a facility for work that requires attention to detail. It is important that this person also be able to handle confidential information with appropriate discretion.

**KNOWLEDGE** is required of: computer-based cash register system, Shopify Point of Sale system and Microsoft Office products. Knowledge of the Museum system of reporting is necessary.

**ABILITY** is required to: understand good customer service practices, customer management, sales techniques, cash management and to handle several of the above-mentioned duties simultaneously.

**Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods. Utilization of significant resources from other work units is routinely required to perform the job's functions.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 40% sitting, 30% walking, and 30% standing. This job is performed in a generally clean and healthy environment.

**Education:** High school diploma is required. Must have knowledge of Microsoft products, good understanding of Excel and Outlook.

**Experience**: Receptionist experience, retail sales and prior knowledge of customer service techniques is helpful.

**Equivalency:** High School Graduate

**Continuing Education /Training:** None Specified

**Clearances:** Requires criminal fingerprint background every 5 years. Criminal Justice Fingerprint/Background Clearance

Email resumes to [bking@comuga](mailto:bking@comuga).org, no phone calls accepted.