

**Rochester Museum & Science Center
JOB DESCRIPTION**

Job Title: MVS Assistant

Department: Member & Visitor Services

Direct Supervisor/Manager's Title: Director of Member and Visitor Services

Grade: N8

FLSA Status: Non-Exempt

Full-time/Part-time: Part Time

Date Prepared/Revised: 4/7/2017

I. JOB SUMMARY

The MVS Assistant is a member of our daily operations team which creates an environment for a world-class visitor experience that includes a welcoming atmosphere, enjoyable, functioning exhibits, as well as vigilance in safety and security concerns.

The MVS assistant acts as an enthusiastic information source, promoting RMSC programs, memberships, events and services. This person has a complete working knowledge of all RMSC offerings, as well as Rochester's major events, services and attractions.

The MVS Assistant operates at the RMSC Welcome Center or in the MVS Office. At the Welcome Center, a customer contact point, they will answer visitors' inquiries by phone or in person. The MVS Assistant will undertake many different tasks for visitors including: facilitating entrance to the RMSC; hosting their event; and registering for courses, special events, and memberships. While working in the MVS office, the MVS Assistant will answer customers' inquiries by phone and will maintain databases and information to follow through with customers' requests.

The MVS assistant implements his/her part in the daily plan of operations. They interact with our visitors and groups to ensure each individual's delight.

Work schedule may include flexible hours, weekends, weekdays, evenings, holidays and extended hours in order to meet the needs of the organization. Management retains the right to alter work schedules accordingly.

II. DUTIES (and percentage of time spent)

Describe duties, responsibilities, essential functions:	%
Participate in Welcome Center and/or Office activities, including accounting for daily revenue, which will provide friendly, engaging and informative experiences for the visitor in an environment that contributes to a positive visitor experience.	90
<i>Other MVS duties as assigned</i>	10

III. JOB DIMENSIONS

Responsible/accountable to complete Welcome Center activities.
 Responsible/accountable for daily revenue.
 Responsible/accountable for data entry and paperwork associated with customer needs.
 Responsible/accountable for providing friendly, engaging and informative experiences for the visitor.
 Responsible/accountable for ensuring a physical environment that contributes to a positive visitor experience.

IV. SUPERVISORY RESPONSIBILITIES

None.

V. FUNCTIONAL REQUIREMENTS

Technology, Equipment, Tools:

Ability to utilize Microsoft office products, company email, enterprise software, and POS software.
 Ability to use business machines such as personal computer, printer, calculator, copy machine, facsimile, and multi-line phone.

Language skills –

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with groups of individuals (internal and/or external).

Mathematical skills –

Ability to count, add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to calculate figures and amounts such as proportions, percentages and ratios. Ability to analyze variances.

Reasoning ability-

Ability to solve practical problems/troubleshoot and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Ability to exercise judgment and make decisions within standard practice. (Cannot change practices or policies. Can make decisions within those practices and policies.)

Physical Activity:

While performing the duties of this job, the employee is regularly required to walk; stand; bend; climb; to use hands to handle or feel objects, tools or controls; reach with hands and arms; stoop; kneel; and crouch. The employee must occasionally lift and/or move **over** 25 pounds. Specific vision abilities required include close vision, depth perception and ability to adjust focus.

Work Environment:

While performing the duties of this job, the noise level in the work environment is variable.

VI. QUALIFICATIONS

Education/Experience Requirements:

High School diploma/or equivalent. Customer service, cashier or hospitality experience a plus.

Skills/Competencies Requirements:

Adhere to existing Member Visitor Services Image-wear Policy.

VII. APPROVALS

Department Manager/Director

Date: _____

Department Vice President

Date: _____

Human Resources

Date: _____

This job description reflects management’s assignment of essential functions and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time.