Rochester Museum & Science Center

JOB DESCRIPTION

Job Title: Guest Services Associate
Department: Guest Services
Direct Supervisor: Guest Services Supervisor
FLSA Status: Non-Exempt
Full-time/Part-time: Full Time
Date Prepared/Revised: 7-2024

I. SUMMARY
The Guest Services Associates’ primary focus is to provide exceptional customer service to enhance the guests’ experience. This person is an enthusiastic information source, promoting RMSC memberships, programs, events, assists with school and community group check-in and registration and demonstrates a complete knowledge of all RMSC offerings.

The Guest Services Associate will operate as the first point of contact at the welcome desk. This position is responsible for answering guests’ inquiries, selling tickets, promoting membership, assisting with gift shop purchases, and completing program registrations.

Operationally, the Guest Services Associate monitors the welcome desk and gift shop for traffic flow and safety concerns. All team members act as role models for outstanding customer service standards both within the department and within the museum.

Work schedule will include some weekends, weekdays, evenings, holidays and extended hours in order to support the guest experience.

II. RMSC CORE VALUES
● Supports the RMSC Core Values of Community, Innovation, Excellence, Lifelong Learning and Integrity

III. ESSENTIAL DUTIES AND RESPONSIBILITIES
● Serve as the frontline ambassador for the RMSC in alignment with the organizational core values and brand behaviors.
● Promote and sell memberships, tickets, merchandise, and program registrations.
● Responsible for accurately carrying out financial transactions including discounts and multiple payment methods, balancing receipts at the end of each shift, and following financial policies and procedures.
● Follow security protocols to ensure guests may safely enjoy their visit.
● Keep work areas and merchandise locations clean and well stocked.
● Accurately enter complete guest information to ensure data integrity in the Altru/CRM software solution.
● Attend and actively participate in staff meetings and organizational all-team meetings
● Check email daily and respond as requested in a timely manner.
● Assist with school and community group check-in and registration
● Other duties as assigned.

IV. **COMPETENCIES**

**Informational/Technical:**
Appropriate use of radios, internet, intranet, email, paging system, payroll system, phone system, and computer systems.

**Communication:**
Ability to communicate effectively, politely, professionally, and comfortably with all guests and staff.

**Decision Making and Reasoning Ability:**
Must be dependable, organized, and able to adapt to changing demands and environments; the ability to apply common sense and understanding to carry out instructions delivered in written or verbal form. Ability to maintain confidentiality.

**Time Management:**
Ability to set priorities and to meet established deadlines without direct supervision. Ability to effectively transition between multiple duties. Ability to take initiative and identify projects in need of completion.

V. **QUALIFICATIONS**
High School diploma or equivalent and a minimum of two years of demonstrated success in customer service, retail, or hospitality is required. Knowledge of Google and Microsoft Suites required. Familiarity with CRM solutions preferred; Altru knowledge is a plus.

VI. **PHYSICAL REQUIREMENTS**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to support individuals with disabilities.

Must be able to see, hear, speak, and type. Must be able to sit or stand for extended periods of time and occasionally lift up to 20 lbs.

VII. **WORK ENVIRONMENT**
While performing the duties of this job, the noise level in the work environment is variable. Can be elevated at high traffic times.

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.

RMSC is committed to creating a diverse environment and is proud to be an equal opportunity employer. This policy expressly prohibits discrimination on the basis of sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, gender identity or expression, carrier status, domestic violence victim status, veteran status, or status as a member of any other protected group or activity.

Deadline to apply, Friday, August 2, 2024. Send all resumes and cover letters to Jessica Colangelo, Director of Human Resources at jcolangelo@rmsc.org