



Visitor Services Assistant Job Description

Summary:

To assist with all aspects of visitor services at NMIH: reception desk, admission, registration for public programs, visitor statistics, general oversight of the galleries, and assisting with shop sales and inventory.

Key Responsibilities:

- Assists with general museum reception and visitor services, meets and greets the general public at the main entrance reception desk
- Provides general information about the museum, exhibits and the community
- Takes admission and public program fees using a Point of Sale system
- Answers the telephone and fields calls to appropriate staff members
- Handles and balances cash and related paper entries
- Assists with membership program and renewal efforts
- Assists with sales and inventory in the Museum Shop
- Assists with the promotion, registration and implementation of public programs
- Relays accurate information about planned programs/events
- May assist with informal tours of the galleries to individuals and groups

Qualifications and Skills Preferred:

- Must enjoy working with the public, meeting new people, partnering with volunteers
- Must possess excellent oral communication skills
- Broad general knowledge and interest in the community and region
- Experience with point of sales software a plus

Rate of pay: This position is a part-time role. Hours can vary between 8 – 24 hours per week. Pay rate is \$12.00 per hour. This role is not eligible for benefits. Available shifts are Friday – Sunday. Some holidays are required.