



Position Title: Guest Services Representative

Department: Guest Services

Reports to: Manager, Guest Services

FLSA Classification: Part-Time, hourly, non-exempt

Salary Range: \$16.00- \$17.00 per hour

Job Summary:

Are you looking to boost your resume in a unique working environment? Are you passionate about making a difference in the community? If so, we need your skills and talents. You can be part of the front-line team at one of Sacramento's most exciting attractions – the SMUD Museum of Science and Curiosity (MOSAC).

Our Guest Services Representatives are the first point of contact with our museum guests. They create an environment for visitors that encourages repeat visitation, positive visitor experiences, and help spark a love of science within our community. Representatives assist in several areas:

- Ticketing and admissions during public hours and evening events
- Retail sales in the gift shop
- Ushering for the dome theater
- Run birthday parties on weekends
- Assist with set up/tear down during special or private events
- Other duties as assigned

This position must enjoy working with the public and children and must be available to work weekend and evening shifts, as well as some holidays.

General Duties and Responsibilities:

- Create a positive experience for guests by maintaining a friendly disposition and cheerfully greeting all visitors entering and leaving the Museum.
- Anticipate visitors' needs and make proactive suggestions to facilitate a quality museum experience.
- Stay abreast of current and upcoming exhibitions, films, educational programs, events, and marketing campaigns in order to answer everyday questions from visitors and direct them to other resources as needed.
- Communicate Museum rules and policies to visitors in a clear and respectful manner; remind and enforce as necessary.
- Resolve general complaints from guests and members on site, escalating to management as necessary.
- Be available to answer phones; check voicemail regularly and return calls in a timely manner.
- Sell daily and advance Museum admission, dome theater, and programing tickets, memberships, and member guest passes.
- Process payments through a point-of-sale system, ensuring the customer's items are scanned accurately, attached to records as applicable, and payment is entered correctly and completely.
- Follow security policies of the museum when opening and closing the Gift Shop and Museum.
- Help maintain inventory of printed information and marketing materials, and ensure signage is properly placed.
- Help maintain a clean lobby, retail store, and front desk areas, using MOSAC guidelines.
- Work with minimal supervision to maintain store cleanliness, loss prevention, answer the phone, and handle customer concerns.
- Maintain inventory of Museum retail space.

- Maintain organization, cleanliness, and visual appearance of the retail space.
- Sell merchandise and assist guests with purchases.
- Accurately balance the register at the beginning and end of shifts.
- Assist with museum events, programming, theater show coordination, and birthday parties, as assigned.
- Perform other duties as assigned.

Required Skills/Abilities:

- Exceptional customer service skills
- Ability to work flexible hours, including evenings, weekends, and holidays
- Customer service and cash handling experience preferred
Ability to maintain professional behavior under pressure, in a sometimes crowded, noisy, and fast-paced environment
- Basic math & computer skills required; experience with Microsoft Word & Excel preferred
- Ability to learn additional software programs as needed
- Ability to pass a mandatory background security screening and drug test
- Ability to work at a computer for extended periods of time

Physical Requirements:

- May require standing and walking 75% of the time, lifting up to a maximum of 25 pounds, and other physical actions that include stooping, kneeling, bending, standing.
- Physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Though not required, to protect our team members, volunteers, students, and guests, MOSAC strongly recommends employees be fully-vaccinated with a COVID-19 vaccination series approved by the U.S. Food and Drug Administration (FDA) or the World Health Organization (WHO).

These positions are at-will, hourly.

For more information: <https://visitmosac>.