GENERAL SUMMARY:
As part of the Monroe County Museum’s Guest Services Division, Guest Services Specialists report to the Guest Services Coordinator. Guest Services Specialists serve an important role as they will be the first (and perhaps only) contact that guests have with museum staff over the course of their visit. Guest Services Specialists serve in a frontline capacity at all sites managed by the MCMS for the County of Monroe.

ESSENTIAL FUNCTIONS: [An employee in this position may be called upon to do any of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.]

- Provide a positive and welcoming environment to patrons of the MCMS.
- Provide engaging and memorable experiences with Monroe County history.
- Provide professional customer service to all guests of the MCMS and across all of its sites.
- Orient museum visitors.
- Process admissions and gift shop sales.
- Answer the telephone and direct calls to the proper staff member.
- Assist visitors with directions between MCMS sites, to other area attractions, eateries, etc.
- Assist in light front of house cleaning.
- Assist with afterhours museum special events.
- Assist in taking reservations for museum events.
- Assist in distributing promotional materials.
- Assist with visitor surveys.
- Assist fellow staff members at museum outreach events.

Employment Qualifications: [The qualifications listed below are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.]

Education: An ideal candidate will have a high school diploma or equivalent.

Experience: Previous experience providing customer service in a retail setting. Previous cash handling experience.

Other Requirements:

Knowledge of:

- Customer service techniques.
- Proper cash handling procedures.
Skills in:

- Handling interruptions without losing on-the-job effectiveness.
- Being proactive with improvements and concerns related to job duties.
- Using sound, independent judgement with established policy and procedural guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Speaking with others to convey information effectively.

Ability to:

- Maintain a professional appearance.
- Wear assigned MCMS logowear.
- Work regularly scheduled weekends.
- Work with paid and volunteer staff.
- Use technology appropriate to the position held.
- Use manual and point of sale systems.
- Ability to communicate in person, over the telephone, or electronically.

Physical Requirements: [This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]

- Stooping, bending, and kneeling.
- Sitting and standing.
- Ability to lift, carry, and transport loads of around 25 pounds.
- Ability to read a variety of printed materials and computer screens.

Working Conditions:

- Monroe County Museum: Indoors.
- Territorial Park: Mix of Indoors and Outdoors; Limited Climate Control.
- Eby Log House: Mix of Indoors and Outdoors; Limited Climate Control.
- Vietnam Veterans Memorial and Museum: Mix of Indoors and Outdoors; Limited Climate Control.