

JOB DESCRIPTION

JOB TITLE: Visitor Service Associate

EMPLOYEE CLASSIFICATION: Non-exempt, casual, hourly

WORK SCHEDULE: Varies – Sunday–Saturday, 8:30 a.m. – 5:30 p.m.

REPORTS TO: DIRECTOR OF MUSEUM SERVICES

JOB SUMMARY: Promotes the mission of The Flint Children’s Museum to inspire a lifelong love for learning through the power of play. The VSA provides a quality visitor experience by interacting with children and their caregivers during their visit to the Museum through exhibits, hospitality, and cleanliness. The VSA models positive and considerate ways to enhance visitors’ overall learning experience through customer service that inspires curiosity, creativity, health and environmental awareness.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers quality customer service by greeting each visitor, offering information, answering questions and providing general visitor assistance.
2. Communicates museum services and policies to visitors regarding general admission, monthly and special programs, field trips, birthday parties, group rentals, memberships, and retail products.
3. Operates cash register to assist visitors with payments and refunds and performs retail merchandising and inventory as required.
4. Provides assistance to visitors in exhibits and through programs as needed to promote and ensure a positive visitor experience.
5. Maintains a safe environment by following and enforcing FCM’s standards and policies.
6. Communicates potential or active problems to the Director of Museum Services or the Executive Director as appropriate.
7. Maintains overall cleanliness of the Museum performing daily opening/closing duties, upkeep of restrooms, products, spills and cleaning props and exhibits throughout the day.
8. Supports programs in organizing and arranging props, materials, demonstration space and clean-up.
9. Provides program assistance to the education and program team as required.
10. Participates in regularly scheduled staff meetings and ongoing trainings.
11. Remains current with FCM’s policies, standards and communications.
12. Performs additional tasks as assigned by the Director of Museum Services or the Executive Director.

QUALIFICATIONS:

1. High school diploma or GED required. A.A. or B.A. preferred.
2. Customer Service experience required; experience working with children and families or retail operations preferred. Theatre or other performance experience a plus.

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www.flintchildrensmuseum.org



3. Ability to react positively in a fast paced environment and make good decisions under pressure.
4. Ability to take direction well and work without constant supervision.
5. Basic computer and financial skills necessary including the ability to count money, operate a cash register, reconcile receipts, and gather written and quantitative visitor information.
6. Strong interpersonal and communication skills with the ability to communicate in a positive and effective manner with young children (ages 0-10), adults, large groups, Museum staff, and volunteers.
7. Must be motivated, organized, self directed and service minded.

PHYSICAL DEMANDS

1. Work is performed in an inside environment and out of doors (up to 50%).
2. Must be able to climb, bend, stoop and reach.
3. Must be able to walk and/or stand for long periods.
4. Working in confined spaces is sometimes required.
5. Must be able to push, pull or lift at least 25 pounds.
6. Must be able to read and write various forms of material and recognize symbols and colors.

Interested applicants send cover letter and resume to kroddy@flintchildrensmuseum.org

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The Flint Children's Museum is a non-profit charitable organization
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