POSITION: Visitor Services Assistant Manager

POSITION PURPOSE: The Visitor Services Assistant Manager (VSAM) creates a positive, welcoming first impression of WonderLab to all museum visitors and represents WonderLab as a place that values curiosity and learning, outstanding customer service for both children and adults, and the power of community volunteerism.

The VSAM oversees all point of sale and visitor information services during scheduled times. Responsibilities include accurately and efficiently handling admissions, gift store transactions, walk-up program reservations, walk-up membership sales and special promotions; implementing emergency response and safety procedures; and assisting visitors with information, first aid, and other special needs to make their visit more enjoyable. The Visitor Services Assistant Manager prepares the gift store and admissions desk area for the start of the day and/or performs daily closing procedures, and manages cash control and daily deposits. S/he serves as the direct supervisor of Visitor Service Assistants (VSAs) also scheduled during the shift to ensure smooth operations.

The VSAM will also assist with public relations and marketing tasks, to be completed during quiet times when direct customer service demands are low.

REPORTS TO: Visitor Services and Public Relations Manager

STATUS: Part time (approximately 5 to 15 hours per week), hourly, with weekend and occasional evening and holiday hours, (Fair Labor Standards Act Category: “non-exempt”).

SALARY: $10.75/hour

START DATE: Immediately

BENEFITS: Free WonderLab membership at dual or basic family level; 20% discount in gift store.

Key Responsibility Area: Staff Visitor Services Welcome Desk during regularly scheduled shifts Specific Duties:

- Prepare the gift store and VS desk area for the start of the day/shift; manage cash control and daily deposits; close the afternoon shift deposits, secure front desk and museum for the end of day and closing.
- Greet visitors, sell admissions, memberships, event tickets and gift store merchandise at front desk. Answer questions about museum programs, exhibits, events, memberships and gift store.
- Provide shopping expertise and guidance in the museum giftstore.
- Answer telephone, respond to questions and direct callers to appropriate sources and staff within the museum.
- Provide occasional administrative assistance for the Marketing, Membership, Volunteer and
Education Departments.

- Participate in on-going trainings for customer service, museum safety, sales and point of sale software use.

**Key Responsibility Area: Assist Visitors and Provide Safety and Emergency Services**

- Direct visitors who arrive for meetings or special events such as birthday parties and workshops.
- Assist visitors with special needs to the extent that WonderLab is able to meet those needs; e.g. checking out the museums wheelchairs and offering other assistance as needed.
- Implement safety, emergency and lost/child procedures, and be prepared to perform fire alarm specialist responsibilities outlined in WonderLab's Emergency Action Plan.
- Complete and maintain current CPR/First aid training and certification as the first point of contact for emergency situations and/or personnel. Adhere to and implement all WonderLab specific, Federal, State and local guidelines for fire and weather safety, as well maintain Project Safe Place procedures. The VSAM is responsible for the safety of visitors, staff and interns through observation of safety procedures, adherence to various codes and policies and welcoming, personalized service. The VSAM reports any issues with above directives directly to the Visitor Services and Public Relations manager.

**Key Responsibility Area: Complete assigned tasks related to museum public relations.** These tasks are on-going and can be completed during slow times at the VS desk. Participate in monthly museum promotions and sales goals.

**Primary Relationships:** *Internal*: Maintain close communication with Visitor Services and Public Relations Manager, Visitor Services Assistants, Gallery Operations Director and Assistant Gallery Operations Director, Volunteer Director, Volunteer Coordinator. Coordinate with Marketing and Communications Director, Museum Visit and Events Manager. *External*: Maintain positive working relationship with museum visitors and volunteers.

**Qualifications:**

- Reliable with strong work ethic
- Experience with or ability to learn and use point-of-sale software
- Friendly, positive and professional attitude; ability to work effectively with a variety of people
- High school diploma or GED
- Physical capability to climb stairs, climb through the museum climbing structure, lift 30 pounds and reach high shelving
- Excellent organizational skills with attention to detail and accuracy
- Retail or customer service experience preferred
- Experience working with youth and/or families preferred
- Supervisory experience preferred
- Ability to remain in position for minimum of one year preferred
- Two references
- Red Cross certification in CPR and First Aid, or willingness to become certified
Proof of eligibility to work in the US

The WonderLab Job Application Form is available on the WonderLab website at https://wonderlab.org/about-wonderlab/job-opportunities/. The form may be completed and submitted on-line or mailed to the address below.

WonderLab Museum of Science, Health and Technology Visitor Services Assistant Manager
Search Committee Attn: Taylor Rickett P.O. Box 996; 308 West 4th Street Bloomington, IN 47404

Applicants must be able to show proof of eligibility to work in the United States. Position is open until filled. All employees are subject to a criminal background check. WonderLab galleries, offices and grounds are smoke-free environments.

Questions: Taylor Rickett, taylor_rickett@wonderlab.org, 812.337.1337 ext. 23

WonderLab considers applicants for all positions without regard to race, color, religion, sex, national origin, ancestry, age, marital or veteran status, disability, sexual orientation, gender identity, number of dependents, or any other legally protected status. WonderLab strives to make reasonable accommodations for people with disabilities, upon request.

Updated: 2/11/20 TLR