



Nordic Museum 2019 Job Description

Position Title:	Guest Services & Store Associate
Department:	Operations
Reports To:	Director of Operations
Status:	Full Time – Non-Exempt
Revision Date:	05/22/2019

Position Overview	The Guest Services Associate is responsible for providing excellent customer service to visitors of the Nordic Museum and ensuring a welcoming experience. The position supports weekend visitor services areas including Admissions and the store.
Essential Job Functions	<ul style="list-style-type: none"> • Represent the Nordic Museum to the public and all stakeholders in a positive and professional manner. • Open/close the museum, including the Museum Store and Admissions. • Perform Admissions and Museum Store desk duties; <ul style="list-style-type: none"> ○ Greet visitors and provide them with information. ○ Sell tickets. Manage RSVP's, and process "walk-up" transactions, including donations, memberships, etc. ○ Handle POS transactions, cash and credit card, accurately. ○ Open/close POS and Museum Store and reconcile daily tills; ensure accurate deposits to Finance Department. ○ Answer phone, direct phone inquiries to the appropriate department. ○ Serves as receptionist and greeter for guests arriving for meetings or internal appointments. ○ Accept mail and packages and distribute to appropriate personnel. ○ Support coat room services. ○ Provide supervision and support to Visitor Services and Museum Store volunteers. • Monitor admissions and other front-of-house areas to ensure safety of all Museum visitors; communicate issues promptly. Communicate with the Director of Operations regarding visitor feedback and incidents at the museum. • Maintain current knowledge of building safety procedures and protocols. • Work with Retail Coordinator to maintain products; receive, price and stock merchandise. • Participate in annual inventory process.
Other Skills/Abilities	<ul style="list-style-type: none"> • Outstanding customer service skills and the ability to manage multiple tasks with high energy and strong problem-solving skills. • Excellent communication, effective listening and interpersonal skills. • Ability to work effectively with a variety of stakeholders (staff, volunteers, vendors, customers, etc.). • Must be able to quickly and accurately assess priorities.

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	<ul style="list-style-type: none"> • Highly organized and detail oriented, with excellent administrative skills. • Adaptable to changing business situations and environments. • Ability to work independently and in a team setting.
<p>Requirements</p>	<ul style="list-style-type: none"> • Position requires the ability to function on one’s feet for 80% of the day. • Position requires the ability to walk frequently, stand for extended periods, climb, push, lift (up to 30lbs), stoop, or carry of equipment and materials. • Position requires visual acuity and manual dexterity. • Proficient in PC platform, Microsoft Office; Word, Outlook, Excel, Publisher. • 1 year relevant experience • Weekend and evening work • Valid driver’s license

NOTE: This job description is not intended to be all-inclusive. All employees are expected to perform other duties to meet the ongoing needs of the organization.