



North American Bison Discovery Center

Job Description

Job Title: Seasonal Visitor Services Representative

Status: Part Time (10-15 hr/week)

Reports To: Museum Store Manager & Buyer

Job Summary:

The Visitor Services Representative will be the first point of contact with visitors at the North American Bison Discovery Center. They provide an exceptional visitor experience as a member of a versatile team that handles: reception, ticketing, retail sales, and membership sign-ups & sales. The position requires someone interested and ready to interact with visitors and provide helpful information about bison, the museum, Jamestown, and tourism sites around the area.

Compensation: \$12.00/hour

Job Duties:

- Creates an exceptional visitor experience by serving as the primary point of contact for museum and office visitors. This includes welcoming visitors, responding to inquiries, providing general museum information, selling admission and solving problems. Prioritizes excellent customer service and the visitor experience over all other tasks.
- Follows all organizational policies and procedures
- Performs opening and closing functions for the facility and Museum Store through established procedures
- Conducts ticketing sales, retail sales, and membership sign-ups and sales through use of POS system. Handles cash and credit card transactions.
- Verifies customer identification as required
- Is accurate with cash handling, daily reporting procedures and inventory control
- Becomes knowledgeable about the museum, its history, exhibits, the herd, programs and special events, and communicates this information to guests
- Understands and maintains all building safety and security policies and procedures
- Stocks and maintains Museum Store
- Stocks and maintains brochures in Museum Lobby
- Assists visitors in a timely, friendly and efficient manner, delivering outstanding customer service
- Light housekeeping
- Answers telephones inquires and requests for information, and takes written messages when necessary

- Communicates effectively with all staff through personal interaction or group text to ensure all aspects of daily operations are fulfilled and to address any unexpected situations in accordance to NABDC policies and procedures
- Is accurate with computer programs such as Word, Excel, and Google Workspace.
- Other duties as assigned

Physical Requirements:

- Must be able to stand, sit, or walk for an extended period of time or for an entire work shift
- Must be able to lift 20 to 50 pounds occasionally
- Must be able to work outside during special events

Availability: This position will require evening and weekend availability