

# B O W E R S M U S E U M

## Job Description

Human Resources Department

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Position Title: Visitor Associate  
Department: Museum Services  
Reports to: Vice President of Finance / CFO  
Classification: Part-Time / Temporary (March 23-July 27, 2010)

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### SUMMARY

The primary purpose of this position is to provide assistance and information to the Bowers Museum visitor's and staff. As the initial contact with museum patrons, visitor associates must possess the ability to work with individuals of diverse backgrounds and disabilities and must be able to communicate well through speaking and writing.

### ESSENTIAL FUNCTIONS

- Enthusiastically greet and provide visitors information on all Museum programs and services
- Facilitate with the purchase of admission/special event tickets and with Membership offers
- Issue audio tour headsets and/or other equipment
- Operate computer based register; handle credit card and cash transactions
- May facilitate with recording daily attendance
- Have the ability to assist callers with directions to the museum
- Answer phone calls, forward messages and refer calls to the appropriate staff
- May facilitate with visitor surveys
- Other duties as assigned
- Conduct all responsibilities in a safe manner according to regulations (OSHA, EPA, etc.)

### QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made.

### Education and/or Experience

High School Diploma; plus one year experience in a customer service or retail position; or equivalent combination of education and experience.

### Other Skills, Abilities, and/or Training

- Ability to work extended hours as needed
- Ability to work weekends
- Ability to preserve confidentiality of information
- Ability to prioritize multiple tasks in a fast-paced environment
- Strong organizational skills and attention to detail
- Ability to work within strict deadlines
- Good interpersonal skills and desire to be a team player
- Creative problem-solving skills
- Exceptional customer service skills
- Excellent written communication skills (i.e. business letter writing, grammar, etc.)
- Excellent oral communication skills (i.e. ability to deal effectively with others, speak professionally on the phone, etc.)
- Sense of creativity
- Ability to use a multi-line phone system

### PHYSICAL DEMANDS

- Regularly required to remain seated in a normal position for long periods of time
  - Occasionally required to stand for long periods of time
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- Regularly required to move about
- Rarely required to climb stairs and/or ladders
- Regularly required to maintain balance while walking, standing, crouching, or running
- Occasionally required to reach up and out with hands and arms
- Regularly required to talk and hear; verbally express information or instructions
- Regularly required to use hands to grasp objects, type, pick up objects, move objects, or hold objects
- Rarely required to lift up to 10 pounds and carry a distance of 50 feet
- Rarely required to push and/or pull up to 10 pounds a distance of 50 feet

### Disclaimer

The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employee assigned to this job.

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