



## **JOB OPENING**

### ***Visitor Services Associate***

Haggin Museum has an immediate opening for a Visitor Services Associate. Reporting to the Membership & Visitor Services Coordinator, the Visitor Services Associate offers excellent customer service to members and the general public while performing sales, clerical tasks, and providing exhibition and program information to visitors. The Visitor Services Associate greets and directs visitors through the museum environs; enforces Museum procedures; is cross-trained to sell and renew memberships; and responds to diverse requests and business needs.

**Work Hours:** Wednesday through Friday- 1:15-5:15pm; Saturday through Sunday- 11:45am-5:15pm; first & third Thursday of each month- 1:15-9:15pm. Potentially additional days/hours, as needed.

### **Ideal Candidate**

- Friendly and courteous attitude, problem-solver, reliable, and punctual;
- High School graduate, required; B.A./B.S. is desirable;
- Ability to speak, read, and write in English; bi-lingual skills are highly desirable;
- Experience operating a cash register/credit card apparatus; experience with Square point of sale system is desirable;
- Must have at least two years of customer service experience, including cash handling and ticket sales, preferably at a non-profit cultural institution;
- Excellent interpersonal skills and communicates information in a concise way.

### **Duties**

- Provides a positive first impression for all visitors;
- Greets visitors to the Museum and accepts payments for museum admission;
- Balances the cash drawer at the end of the shift;
- Provides information to visitors on exhibitions, programs, services, and amenities;
- Processes new/renewed museum memberships;
- Maintains visitor attendance records and inventories informational materials;
- Carries out other Museum-related projects, as needed.

### **Salary:**

\$11.00 - \$13.00/hour – DOE. This is a permanent, part-time position.

Interested candidates should email a resume and provide three references to Celia Castro, Membership & Visitor Services Coordinator at [ccastro@hagginmuseum.org](mailto:ccastro@hagginmuseum.org).