Visitor Services Representative

Description:
The National Liberty Museum’s Visitor Services Representative provides support for all aspects of the visitor experience. The position will also provide support when needed in administrative, special events and operations departments. The Visitor Services Representative works collaboratively with the Visitor Services and Operations Manager and VS team to achieve its strategic, operating, and revenue objectives.

Reports to:
Manager of Visitor Services and Operations

Hours:
Part-time, 2 to 3 days per week, mostly weekends, evenings and some holidays.

Duties & Responsibilities:

Visitor Services

- Responsible for ensuring the achievement of all Visitor Services goals as it pertains to walk-in admissions.
- Operates admissions in compliance with internal control policies.
- Conducts daily and weekend cash-handling for NLM P.O.S. operations, as directed by Visitor Services and Operations Manager.
- Conducts routine Museum merchandise operations including inventory, display, merchandise presentation and cleanliness
- Proactively assists all visitors with Museum merchandise sales
- Proactively sells and “up-sells” Museum memberships, programs, and gift store items.
- Monitors the visitor experience, taking immediate actions to assure any issues are addressed.
- Attends and supports all awards programming, glass auction & gala, public programs and museum-related events, as required

Events & Facilities Services

- Serves as event staff for most evening and weekend Museum events and after-hours programming.
- Provides direction in housekeeping functions to ensure the cleanliness of Museum galleries and facilities during events.
- Oversees safety & security for the Museum’s visitors, event participants, and exhibits.
- Works in conjunction with Special Events Manager to conduct site visits with potential clients, when requested.
Qualifications:

- Exceptional customer service and organizational skills.
- Ability to effectively communicate with a wide variety of staff and visitors.
- Must be able to work a flexible schedule to include weekends, holidays, and special events; provides and/or identifies the necessary coverage when scheduling/staffing issues arise.
- An interest of knowledge of museums is highly desirable.
- Familiarity with Altru POS a plus.
- Ability to work across multiple museum departments.

Physical Demands:
The work environment and physical demands and characteristics are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions:

- Physical Demands: Requires some physical activity including sitting/standing, limited lifting and carrying (up to 30 lbs.), up/downstairs
- Work Environment: Work is typically performed in an indoor environment, in museum offices or on museum floor
- Equipment: General office equipment, projector, Smart Board, two-way radio

Work Environment/Office Culture:
NLM is a small team, where employees must be adaptable. You will be expected to interact and work with many different departments, and foster relationships with outside groups for events.

To Apply:
The National Liberty Museum is an Equal Opportunity Employer seeking a diverse workforce. The NLM provides an excellent compensation package. The full benefits package includes medical, dental, life & long-term and short-term disability insurance, a voluntary 401(k) program with employer match, paid time off, and an employee assistance plan for transit and dependent care. We are now interviewing and will continue to do so until we find the ideal candidate. Interested applicants are asked to please forward your resume for immediate consideration to jobs@libertymuseum.org.

We regret we may not be able to respond to all applications. No phone calls, please.