

SEASONAL VISITOR SERVICES SPECIALIST

Molly Brown House Museum - 1340 Pennsylvania Street, Denver, CO 80203

Position Description:

As a public-facing representative of the museum, the Visitor Services Specialist assists guests with ticket and museum store purchases, provides museum and tourist information, and leads groups of guests through the museum on guided tours. The Visitor Services Specialist will assist with general museum visitor services and store administration, and will also participate in other public museum activities such as special events and programs.

The Visitor Services Specialist is a non-exempt, part-time, seasonal position scheduled for 24-30 hours/week and will include both weekday and weekend shifts. This position is for immediate hire and training will be provided. The position will terminate on September 27th, 2020. The rate of pay is \$15.00/hr.

Position requirements:

The Visitor Services Specialist is looking for candidates with a professional and outgoing manner who is able to provide a high level of customer service to our guests. Candidates with an interest in both history and experience in storytelling are encouraged to apply. This position requires a strong commitment to the Museum's standards for guest service with the ability to communicate with guests, learners, and co-workers in a direct, respectful, and confident manner.

Candidates should have a flexible schedule and be dependable. Cash handling, cash register, and point of sale experience are required. Fluent English proficiency, writing and speaking skills required, with priority given to those bi-lingual in Spanish.

Responsibilities and Essential Functions:

- Follow opening and closing procedures for effective and accurate Museum operation.
- Ensure lobby areas, store, and front desk are clean, organized and safe for guests.
- Open and close cash drawers and maintain an accurate cash drawer through each shift.
- Maintain current knowledge of all programming, special events and exhibits schedules.
- Accurately answer guest questions regarding all aspects of the Museum.
- Handle all aspects of on-site membership sales, including active selling and recording member information.
- Museum Store duties including cashiering, stocking, cleaning, shipping, receiving and merchandising.
- Answer and direct incoming calls and emails, as necessary.
- Coordinate with and support volunteers throughout the Museum.
- Conduct tours of the Museum and present demonstrations and other activities for children, families, adults, and special needs groups.
- Other duties as assigned.

Work Environment:

This position operates in busy indoor environments; crowds and moderate to very noisy sound levels are common. Therefore the candidate should possess the ability to:

- Communicate clearly in both written and verbal forms and speak effectively before groups.
- Work effectively and accurately in a fast-paced environment while maintaining excellent customer service.

- Keep a clean, neat and professional appearance, coupled with the ability to maintain a clean work environment.
- Think strategically using sound judgment to solve problems and develop alternative solutions.
- Adapt to changes in the work environment, manage competing demands, and deal with frequent change, delays, or unexpected events.
- Work effectively both independently and as part of a team, as well as lead and supervise the work of others.
- Establish and maintain effective working relationships within the department and across departments.

Physical/Mental Requirements:

The physical demands described here 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 the essential functions. This position requires moving or standing to a significant degree, up to 8 hours. Physical demands associated with the essential functions include reaching, handling, talking, and listening.

Equal Opportunity Employer:

Historic Denver, Inc., the parent company of the Molly Brown House Museum, is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants or employees on the basis of age, race, sex, color, religion, national origin, disability, sexual orientation, or any other status protected by state or local law. Prospective employees are subject to a background check.

**Applications accepted by e-mail only to: awaski@mollybrown.org
APPLICATION DEADLINE: Friday, March 13, 2020 at 5:00 pm**