



**Posting Date:** June 25, 2018

**Position Title:** Guest Services Associate

**Report to:** Guest Services Manager

**Classification:**

Type: Part-time, non-exempt hourly position

Schedule: Approximately 20 hours a week. Ability to adjust to a flexible work schedule including weekdays, evenings, weekends and some holidays.

Starting Hourly Wage: \$9.50 hour

**Scott Family Amazeum Overview:**

The Scott Family Amazeum is a hands-on, interactive museum in Northwest Arkansas that creates a fun environment where risk taking, imagining, problem solving, discovery, collaboration, and exploration bring children and adults together to learn and grow.

The mission of the Amazeum is:

“To engage the imagination of children and their families through interactive exhibits, programs, and resources while creating an excitement for lifelong learning and the enrichment of lives.”

Through experiences with the Amazeum, individuals and the community are engaged in building relationships and developing identities as creative, curious, and innovative shapers for the region. Hands-on learning opportunities and inquiry-based discovery allow guests to exercise critical thinking and take risks in the context of play.

The Amazeum facility includes approximately 50,000 square feet of indoor space and one acre of outdoor exhibition and activity space. The exhibits and programs are multidisciplinary – based on STEAM (science, technology, engineering, arts, and mathematics) concepts– to further formal educational goals in a high-quality informal learning environment. The museum is located at the intersection of Museum Way and J Street in Bentonville, AR.

**Position Summary:**

The Guest Services Associate at the Scott Family Amazeum will be outgoing, flexible and detail-orientated, able to greet guests and process their admission, membership, program registration, birthday parties, and museum store and café transactions. Position requires previously demonstrated excellence in guest service skills. Candidates should have the ability to take the initiative and prioritize multiple competing tasks; excellent time management skills and ability to work in a fast paced environment. Additional experience in food service, facility set up, and event support helpful, but not required.

**Essential Functions**

- Provide excellent guest service to all Amazeum guests.
- Greet and assist all museum guests; effectively handle questions, sales, service, and payments for a multitude of museum programs in accordance with established museum policies and procedures.
- Effectively operate ticketing system in accordance with established procedures.
- Maintain appearance and functionality of guest queues, ticketing areas, and related spaces.
- Be knowledgeable about the museum, its history, programs, and special events and effectively communicate this information to guests.
- Assist guests using ticketing kiosks; troubleshoot technical issues and report unresolved issues to lead staff immediately.



- Provide back-up basic First Aid for minor injuries (cuts and bruises, etc.).
- Represents the Amazeum in a professional manner at all times including adherence to department standards.
- Perform routine office tasks as needed (e.g. separating coupons, filing, copying, etc.)
- Guest Service Associates will be cross-trained in Admissions, Café procedures and Museum Store Functions.
- Available to work weekdays, weekends, nights and some holidays necessary.
- Work extended schedule during peak periods as needed.
- Perform additional duties as required.

#### **General Duties:**

The responsibilities listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The Amazeum reserves the right to revise or change position duties and responsibilities as necessary to accommodate changing organizational needs.

#### **Qualifications:**

- Six months cashier or other customer service experience required.
- High School Diploma or GED certificate required.
- Minimum age of 18 years at time of hire.
- Possesses a friendly, outgoing, positive and enthusiastic attitude.
- Ability to be professional and courteous in all interactions with general public, educational community, museum staff, and professional guests; comfortable interacting with senior management, high level donors, and all other members of our diverse community.
- Able to exercise good judgment while working independently and collaboratively; works well in a team environment.
- Able to work in a noisy and sometimes chaotic environment and be flexible under a variety of circumstances.
- Reliable and a self-starter; person with initiative.
- Punctual, neat and accurate in work habits; precise and detail-oriented.
- Excellent telephone, written and interpersonal communication skills.
- Able to use general office equipment and perform standard office functions, such as filing, faxing, and copying.
- Experience with POS systems and databases.
- Ability to work as a team-player with all Amazeum staff and establish good interdepartmental relationships.
- Ability to work with minimal supervision, handle multiple tasks, and meet deadlines.
- Ability to act with tact and diplomacy at all times.
- Ability to lift up to 20 lbs.
- Ability to manipulate objects with fingers and hands, stand, walk, reach, bend and stretch.
- Ability reading, work at a computer, process information required.
- The work is performed primarily in a lobby environment with moderate to excessive noise.

#### **How To Apply**

Submit resume and application to Kathy Mitchell-Morton, Guest Services Manager ([kmorton@amazeum.org](mailto:kmorton@amazeum.org)), or mail to Scott Family Amazeum, Attn: Kathy Mitchell-Morton, 1009 Museum Way, Bentonville, AR 71712.