**Job Title:** Visitor Services Staff

**Department:**Visitor Services

**Reports to:** Director of Visitor Services

**Employment Status:**Part-time/20 hours per week

**Hourly Rate**: $14/hour

**POSITION SUMMARY**

A CAM Visitor Services Staff member helps to facilitate a successful visitor experience at CAM. This person provides a high level of customer service and satisfaction to ensure an excellent experience for all visitors and volunteers. Staff members’ daily work includes greeting visitors, selling admission, programs, classes, and memberships, answering front desk phone calls, engaging with the visitors, handling questions and complaints, and monitoring guest compliance with museum safety and visitor protocols. This highly motivated, friendly and organized individual is skilled in customer service and hospitality and works closely with other CAM staff.

**INSTITUTIONAL RESPONSIBILITIES**

* Actively contributes to a positive organizational culture based on mutual respect, a spirit of collegiality, cooperation, and openness to many perspectives.
* Participate in a culture of ongoing learning, collaboration, innovation, creativity, and community engagement.
* Support the CAM’s mission, values, vision, and core commitment to the visitor experience, community engagement, and institutional relevancy for the future.
* Contribute to and support CAM’s strategic plan, annual priorities, and institutional initiatives.

**DUTIES/RESPONSIBILITIES**

* Provide superior service and hospitality to all visitors in person or by phone.
* Project a positive image, serving as an ambassador for the museum.
* Responsible for reporting and tracking events and museum attendance at the front desk.
* Maintain proper operations by following policies and procedures in collecting payments through Altru and reporting needed changes.
* Relay to visitors’ accurate information about planned programs and events at CAM.
* Handle customer service issues/questions in a professional, polite, and positive manner.
* Actively participate in all provided training classes and properly implement newly learned skills.
* Ensure that the museum’s rules and safety protocols are followed.
* Open and close shifts and ensure correct cash deposit for daily deposit in Altru
* Responsible for the Museum Shop during weekends and assist volunteers when needed.
* Maintain work supplies and CAM related brochures at Visitor Services desk in a neat and orderly presentation.
* Maintain a highly collaborative spirit in a teamwork environment.
* Other duties as assigned.