



**Position:** Visitor Services Assistant

**Hours:** Part Time, exact hours to be discussed.

**Salary:** \$17 per hour, DOE. Eligible for health benefits at 20+ hours per week.

**Supervisor:** Visitor Services Manager; if position is unfilled next supervisor is Director of Operations.

**Description of Duties:** Part-time position (TBD), with additional hours during special events and outreach. Must be available to consistently work Saturdays and/or Sundays. Possible opportunities for increased responsibilities at MSC. The Visitor Services assistant reports to the Visitor Services Manager, and occasionally to the Director of Operations.

**Job Duties, including but not limited to:**

- Visitor management including checking members & guests in, selling memberships, handling retail purchases including program registration, birthdays and field trips.
- Assess, build, and lead the overall quality of the guest experience and daily operations of the facility to ensure a premier experience for all.
- Front End register management including taking payments, recording daily summaries, visitor data management.
  - Create and sustain a welcoming environment for all visitors and staff, including cleaning and maintenance of exhibit floors.
  - Maintaining membership records in Little Green Light CRM Software.
  - Assist other staff on small projects.
  - Create and sustain a welcoming environment for all visitors and staff, including cleaning and maintenance of exhibit floors.
  - Regularly evaluate Museum operations and identify areas for improvement and cost savings.
  - Other duties as assigned.

**REQUIRED QUALIFICATIONS:**

- Demonstrated experience in a customer service role.
- Experience using a Point of Sales system, CRM software and Google Drive.
- Demonstrated organization and time management skills, emotional intelligence, problem solving, and team building.
- Friendly, outgoing personality; must enjoy working with children.
- Must possess an understanding of the importance and benefits of diversity and inclusion.



- Exceptional communication skills including public speaking, customer service, public relations, and a confidence to cultivate important relationships with members and create a positive culture.
- Flexible schedule; Saturday and Sunday availability.
- Ability to lift up to 50lbs and ability to do various manual tasks.

#### **PREFERRED QUALIFICATIONS**

- Experience in retail, museum or customer-based organization;
- Experience working for a nonprofit.

#### **SCIENCE CENTER ENVIRONMENT:**

The Science Center facility is ADA compliant. Position requires sitting and/or standing for long periods of time, occasional extended hours, computer work. We prefer individuals with a passion for cooperative learning and play for children of all ages. An interest in science and technology education is a bonus. Montana Science Center is an equal opportunity employer.

#### **Evaluation:**

Position will be evaluated at a 6-month probation time, after which time a meeting will be held to assess the Visitor Services performance and job satisfaction.

#### **To Apply:**

Please submit your current resume and cover letter to: Makayla Rust, Visitor Services Manager at [mrust@montanasciencecenter.org](mailto:mrust@montanasciencecenter.org).

Position is open until filled. Work Study: This position is eligible for work study