



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.

PREFERED 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: Tim Schober, Director of Operations at tschober@montanasciencecenter.org.

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