



**Position:** Visitor Service Representative

**Department:** Visitor Services

**Reports To:** Senior Manager of Visitor Services & Sales

*EEOC Class: O/M    FLSA Status: **nonexempt**    Job Code: N/A    Pay Grade:*  
*Type: **Hourly**    Status: **flex part-time**    Category:*

### **General Summary**

Visitor Service Representatives serve our visitors in the roles of cashiers, ticket sellers and reservationists; additionally other various capacities and areas throughout the Science Center as well. Visitor Service Representatives are expected to be knowledgeable about all programming, exhibits and other aspects of general operating procedures pertaining to visitation to the Michigan Science Center. Weekend and occasional evening work is required.

### **Essential Job Functions**

- Provide excellent customer service to all members and guests
- Perform cash handling procedures according to the very specific instructions and guidelines of the Front Desk and Explore Store
- Generate and develop sales for general admission, IMAX Dome, Planetarium, other special programming, memberships and Explore Store purchases
- Answer general questions about Science Center amenities
- Take incoming phone calls
- Book, quote appropriate group rates based on specific needs of customers, schedule, confirm and maintain accurate records for reservations
- Fulfill all incoming inquires via phone, fax, mail and e-mail.
- Create, update, collect payments and maintain the computerized reservation databases for school groups, senior and community groups and Birthday Party reservations
- Be knowledgeable about all levels of memberships including sales transactions, renewals, benefits of membership, printing and issuing membership cards
- Assist in the development of policies and procedures for walk-in, group sales, store sales and reservations
- Perform other requested duties as required, including work within different departments

### **Knowledge, Skills & Abilities**

- Ability to work well with the general public, business/professional guests, students, and volunteers with ease and enthusiasm

- Exceptional verbal, phone, and written communication skills
- Effective presentation and public speaking skills
- Ability to handle cash, checks and charges, and count change
- Previous customer service experience is a requirement
- Must be dependable and have reliable transportation
- Must be adaptable to changing/flexible work environment
- Must be willing to work a flexible part-time schedule, includes evenings, weekends and special events
- Must be at 18 years of age

**Education**

Completion of high school or equivalent educational certificate

**Experience**

At least two or more years' experience with point-of-sales, customer interactions, and telemarketing and/or customer relations required

**Physical Requirements**

*Vision:* 100% - Must be correctable to 20/20.

*Hearing:* 100% - Must meet the FAA "best" standard for both ears.

*Standing/Walking:* 50% - Must be able to climb and descend stairs, ladders, catwalks and scaffolding.

*Climbing/Stooping/Kneeling:* <10% - Must be able to climb and work on ladders, catwalks, scaffolding, lifts; work on knees under equipment.

*Lifting/Pulling/Pushing:* <10% - Must be able to lift, walk and climb; move boxes on elevated shelving; and push carts up to 100 pounds.

*Fingering/Grasping/Feeling:* 100% - Must be able to type on a computer, answer phones, load film, and use specialized equipment and tools.

**Working Conditions**

Work takes place at the front visitor services desk, store, reservations cubicles and various areas throughout the center. Flexibility is needed as supervisors will flex staff between these areas as needed. Weekend hours and some evening hours will be necessary.

**Required In-house Training**

- New Employee
- Reservations Training
- Visitor Service Training
- Explore Store Training

***Disclaimer***

*The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer. The Michigan Science Center is an Equal Employment Opportunity Employer*

