

JOB POSTING



What's Your Engagement Title	Experience Architect	FLSA Class	Non-exempt
Traditional Job Title	Visitor Concierge	Type	Full time hourly
Reports to	Director of Audience Concierge	Travel	As needed
Team	Audience Concierge	Note	



OUTCOME ACCOUNTABILITY: EMBODY MISCI AS A SPARK HUB & NEIGHBOR FOR OUR GUESTS, OUR PARTNERS AND OUR FELLOW TEAM MEMBERS. WE VALUE AND CREATE SPARKS OF IMAGINATION AND CREATIVITY WITH STEM; WE VALUE OUR ROLE AS A HUB AND FOR HANDS-ON, TRANSFORMATIVE EXPERIENCES THAT INSPIRE CONFIDENCE AND DISCOVERY AND WE ARE A MAGNET FOR STEM EXPLORERS, KID AND ADULT; WE VALUE OUR ROLE AS A NEIGHBOR TO OUR VISITORS AND TO EACH OTHER, CREATING AN ENVIRONMENT OF WELCOME, SUPPORT, AND

DYNAMIC CREATIVITY. YOU ARE THE SOURCE OF POSITIVE INFLUENCE IN LEADING BUILDING FUNCTIONS AND THE TEAM OF TECHNICIANS TO MAINTAIN A GUEST-FOCUSED, SAFE, AND FUNCTIONAL ENVIRONMENT. *DISPLAY PASSION AND ENTHUSIASM WHEN DESCRIBING EACH SCIENCE CENTER AMENITY AND PROGRAM AND PERFORM THESE CORE ROLES:

- Provide excellent customer service to all members and guests in the sale of institutional products and services.
- Assist management in training staff and work to maintain daily operations; SOPs and best practices; and CRM management.
- Open and close out cash registers in accordance with strict cash/check/credit handling procedures.
- Upsell theaters, travelling exhibits, membership, and other products.
- Assist in group arrivals, orientations, lunches, departures and other logistics and amenities.
- Be knowledgeable about the museum and all of its internal and external public products, programs and services.
- Communicate and work in a team manner with coworkers and volunteers to ensure a smooth operation.
- Work call center phones and answer questions and assist callers as needed.
- Maintain data confidentiality in compliance with legal requirements and institutional standards of excellence.
- Run sales and finance reports and use the data to reconcile and follow up on receivables and other projects as assigned.
- Create tickets and events and log contacts and sales using the CRM data/ticketing/POS system.
- Book, schedule, confirm and assist teachers, parents, members, groups, scouts, birthday parties, donors, and rental clients.
- Take/scan tickets; assist in directing guests, travelling exhibit halls, store operations, events, and general minor clean up.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

- High school diploma or GED completion required and must be at least 18 years of age.
- 2 or more years of experience in point-of-sales, reservations, telemarketing, and/or customer relations required.
- Outgoing, excellent problem solver with strong customer service skills is a must.
- Computer, cash handling, and credit card processing experience required.
- Must be able to speak and write clearly in English; communicate professionally in person, over the phone, and by email.
- Must not have legal restrictions on working w/children.
- Must be able to work a flexible schedule including weekdays, weekends and occasional evening hours.

PHYSICAL DEMANDS AND NOTES:

Walk throughout large Science Center between multiple floors, lift and move ≤25 lbs. from time to time and either stand at a counter or sit at a desk for the entirety of a 4-10 hour shift, with occasional kneeling, bending, twisting; use computers, tablets, scanners and/or telephones with headsets for whole shifts. We have a handicapped-accessible facility with elevators and ramps and will accommodate as needed under the Americans with Disabilities Act. We are an equal employment opportunity employer.

***HOW DO YOU CREATE MOMENTS TO IGNITE A SPARK, BUILD ATTRACTION TO OUR HUB, AND BE A NEIGHBOR FOR MISCI:**

- You ignite SPARKS when you assist customers in choosing the best educational experiences for their unique family or group.
- You attract people to our HUB when you wow guests over the phone by exceeding their expectations of service.
- You are a NEIGHBOR when you welcome guests into our facility with sincere enthusiasm.

Application deadline & instructions: Deadline: 7/15/16	Send your cover letter and resume to applications@mi-sci.org and visit http://www.mi-sci.org/employment/ for more information
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