



Position: Guest Relations Associate
Reports to: Director of Guest Relations
Beginning Pay Rate: Full-Time-\$13/hr; Part-Time and PT Seasonal - \$12/hr

SUMMARY

The Guest Relations Associate positions with the United States Marshals Museum are full, part-time, or seasonal non-exempt positions. A Guest Relations Associate (GRA) is often the first person a guest speaks with upon entry to the Museum's **Ticketing and Information Center**, The Outpost gift shop, and the café. Therefore, the GRA must be a welcoming person capable of multi-tasking and always ready to greet each person with equal enthusiasm, kindness, and respect whether the person is the first guest of the day or the last guest. The **GRA's primary responsibility is to** provide guests with an experience that will always be remembered and with the highest level of professionalism.

Equal Employment Opportunity

USMM provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

RESPONSIBILITIES

- Create an atmosphere that welcomes all people to the Museum
- Ability to multi-task; telephones, computers and guests that come through the building
- Answer the phone and provide information to caller and/or transfer to appropriate staff member
- Follow established guidelines for entering daily, advanced and group sales, registrations, entry fees, memberships, event/program attendance, and adding new or searching for current constituents using the Museum Altru database software programs
- Operate a cash drawer with attention to detail, opening and closing the drawer per established guidelines
- Fulfill online orders via Shopify, and prepare and package orders
- Coordinate online orders via Shopify with Altru
- Maintain and count inventory for both online and in-house
- Follow established routines
- Ensure accurate cash handling and prepare end-of-day reports in a timely manner as requested
- Coordinate day-to-day decisions with the Director of Guest Relations and/or Team Lead that affect the over-all wellbeing of the Museum and guests
- Coordinate with the Director of Guest Relations and/or Team Lead in the handling of guest complaints or issues, assisting with a resolution that is **in keeping with the Museum's brand** and professionalism, responding to incidents calmly and with assurance

- Be watchful of your work zone to notice guest distress, unattended or potentially lost children, or other similar situations, alerting the Director of Guest Relations, Team Lead, or appropriate staff immediately
- Work with the Facilities Department in areas of safety and security in your work zone, alerting the Facilities Associates of spills, breakage, or guest emergencies in a timely manner, with urgency as warranted
- Work with other departments as scheduled for events, programs, or facility rentals
- Must have the ability to work weekends as scheduled, and some weeknights
- Attend and actively participate in staff meetings
- Other duties as assigned

MINIMUM QUALIFICATIONS

- High school degree or equivalency
- Customer Service experience is preferred

KNOWLEDGE, SKILLS, AND ABILITIES

- Must be able to maintain confidential information
- Must enjoy working with the public with a customer-centric approach
- Detail oriented to facilitate accurate data entry and proper cash handling
- Effective communication skills: written, verbal and listening
- Ability to read, write and speak fluently in the English language; bi-lingual skills a plus
- Ability to adapt to Museum specific data management software
- Ability to prioritize job responsibilities in an often fast-paced environment
- Willingness to assist in other departments within the Museum when needed
- Be a complimentary team player

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical Demands: In the work environments, this position requires verbal and written conversation with others, ability to stand for extended periods of time, ability of lifting/moving objects up to 25 pounds, use of fingers to hand, handle or feel objects, tools or controls. Vision abilities required by the job include close vision. This job also requires the use of a computer. The employee must have the necessary keyboard and computer mouse skills as well as the ability to read a color monitor.
- Work Environment: Work will be performed in an office environment, museum spaces and the community, both indoors and outdoors. While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time. The noise level in the work environment is usually low to moderate.

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.