



Title/Position: Guest Services Team Member

Reports to: Guest Services Manager

General Responsibilities: The Guest Services Team Member works to provide excellent customer service to guests and members while maintaining the museum floor or operating the front desk, and assisting other staff with various activities

Duties will include but are not limited to:

Guest Services Floor Staff

- Going out of your way to provide excellent customer service to museum guests and members
- Ensuring museum floor expectations are met at the highest level, including exhibit restoration and monitoring, assigned cleaning tasks and laundry, and maintaining inviting and safe exhibit spaces based on daily assignments
- Performing exhibit opening and closing procedures
- Assisting with birthday party set-up and clean-up
- Actively engaging guests and members in all museum exhibits and addressing questions or concerns
- Work in tandem with other guest services staff to complete daytime sanitizing and cleaning procedures
- Communicating exhibit/facility issues or needs to appropriate staff members
- Performing other tasks as assigned

Front Desk Staff

- Executing front desk point-of-sale duties, including checking in members and guests, selling and processing memberships, and processing cash/credit card payments
- Welcoming and engaging guests and members as they enter or leave the museum and addressing questions or concerns
- Checking in birthday parties and assisting with final payments
- Performing other tasks as assigned

Required Skills

- Must be minimum 16 years of age
- Dedication to excellent customer service and teamwork
- Comfortable working with young children and their adults
- Ability to work in a fast-paced, high-traffic, public environment
- Ability to appropriately communicate with diverse guests of all backgrounds and abilities
- Ability to respond to guest needs and urgent situations in a calm, comforting manner
- Reliable, flexible, and able to work cooperatively with other staff members
- Self-motivated and comfortable working independently
- Listens and responds to directions given by other staff members or supervisors
- Commitment to the mission, vision, and values of WCM

Essential Physical Functions: On any given day, may be frequently required to do one or more of the following: climbing, stooping, kneeling, crouching, crawling, reaching, lifting up to 25 pounds and moving short distances