



**Title/Position:** Weekend Guest Services Specialist (Level I, II, III)

**Reports to:** Guest Services Manager/Supervisor

**General Responsibilities:** Weekend Guest Services Specialists work to provide excellent customer service to guests and members on Saturdays and Sundays while maintaining the museum floor to the highest standards

**Duties will include but are not limited to:**

- 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
- Actively engaging guests and members in all museum exhibits and addressing questions or concerns
- Work in tandem with other guest services staff to complete necessary cleaning/sanitizing procedures
- Communicating exhibit/facility issues or needs to appropriate staff members
- Performing other tasks as assigned
- Essential Physical Duties - this position is exposed to a fast-paced, high-traffic, public environment:
  - Must be able to standing for long periods of time
  - Repetitive climbing, stooping, kneeling, crouching, crawling, reaching
  - Lifting up to 25 pounds
  - Noise level is moderate to high

**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 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

**Hours of Work:** 8:30am-5:00pm Saturdays, 11:30am-5:00pm Sundays

**Compensation:** \$13.00-\$17.00/hour based on previous experience. Compensation will be reflected in the Guest Services Level given at time of hire (I, II, III). Based on work performance and time with the organization, there is the opportunity for advancement to the next Guest Services Level.