



VISITOR SERVICE REPRESENTATIVE

JOB DESCRIPTION

Department: Staff
FLSA Status: Part-time, hourly, non-exempt

POSITION SUMMARY:

The Visitor Service Representative will be responsible for executing effective customer service, which includes taking a proactive approach in fulfilling all visitor needs as well as operating the Revel POS system. This position is integral in creating an environment that is welcoming to customers and coworkers and to provide consistent and professional service.

HOURS OF DUTY:

Center hours, Wednesday through Saturday, 8:45 am until 5:15 pm and Sunday, 11:45 am until 5:15 pm. Weekly schedule will be 16 – 24 hours

ESSENTIAL FUNCTIONS:

- Proactive in greeting visitors with a smile, welcoming remarks, and in initiating conversations about the Center's current and upcoming programs, events, movies, exhibits
- Maintain a clean and attractive admissions area
- Handle all money and related transactions in compliance with established policies and procedures
- Monitor and maintain product inventory for the Admissions desk
- Communicate with various departments as needed

NON-ESSENTIAL FUNCTIONS:

- Other additional duties as assigned

EXPERIENCE/SKILLS:

- Ability to work with a variety of different people, to work well under time constraints in a fast-paced environment
- Must have excellent communication skills
- Ability to speak publicly, in front of large groups of people
- General computer skills and experience
- Excellent math skills required

EDUCATION/TRAINING:

- Relevant work experience

MENTAL SKILLS/ABILITIES:

- *Reading* – Ability to read and understand written policies
- *Speaking* – Ability to be conversant in the principles and methods of effective speaking and discussion
- *Reasoning* – Ability to interpret a variety of instructions; to plan work and to learn and/or evaluate information in order to make judgements and decisions
- *Math* – Ability to add and subtract

WORK SITUATIONS:

- *Communication* - The ability to relate to people in situations involving more than giving and receiving instructions.
- *Measurable or Verifiable Criteria* - Adaptable to making generalizations, judgments, or decisions based on measurable or verifiable criteria. The employee may make evaluations on the basis of data.
- *Performing Under Stress* - Adaptable to situations requiring the precise attainment of set limits, tolerances, or standards. The employee may need to be precise, thorough, exacting, or meticulous in regard to material worked; or in activities such as numerical determinations, record preparation, or inspecting.
- *Sensory or Judgmental Criteria* - Adaptable to making generalizations, judgments, or decisions based on sensory or judgmental criteria. The employee may rely on one or more of the five physical senses, or rely on knowledge gained by experience to make evaluations.
- *Set Limits, Tolerances, or Standards* - Adaptable to performing under stress when confronted with emergency, critical, unusual, and/or dangerous situations; or in situations in which working speed and sustained attention are make or break aspects of the job.
- *Repetitive, Continuous* – Adaptable to performing repetitive work, or to continuously perform the same work, according to set procedures, sequence or pace. The employee may perform work that is inherently of a repetitive nature

PHYSICAL DEMANDS:

- *Heavy Work* - Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to lift, carry, push, pull, or otherwise move objects.
- *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery, or moving surfaces.
- *Carrying* - Supporting the weight of an object with hands and arms and moving from one place to another.
- *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs and/or hands and arms.
- *Crouching* - Bending the body downward and forward by bending legs and spine.
- *Fingering* - Picking, pinching, or otherwise working with fingers.
- *Eye-Hand-Foot Coordination* - The ability to coordinate hand and/or foot motions with visual stimuli in order to engage in or perform physical activities, such as typing, operating vehicles or mechanical equipment, etc.
- *Handling* - Seizing, holding, grasping, turning, or otherwise working with fingers and/or hands.
- *Hearing* - Perceiving the nature, intent or meaning of sounds.
- *Kneeling* - Bending legs at the knee to come to a rest on knee or knees.
- *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.
- *Pulling* - Exerting a force so as to move an object toward the individual.
- *Pushing* - Using upper extremities to press against something with steady force in order to move forward, downward, or outward.
- *Reaching* - Extending hand(s) and arm(s) in any direction, especially upward in placing or retrieving objects.
- *Standing* - To be upright supported by the buttocks and thighs.
- *Talking* - Expressing or exchanging ideas by means of the spoken word.
- *Walking* - Moving about on foot to accomplish tasks.
- *Seeing* - The ability to perceive the nature of objects by the eye. The important aspects of vision are:
 - (a) Clarity of vision at 20 inches or less.
 - (b) Clarity of vision at 20 feet or more.
 - (c) The ability to judge distance and space relationships.
 - (d) The ability to identify and distinguish colors.

SUPERVISION/CONTACTS:

- Receives direct supervision from Finance Manager
- Daily contact with Center employees and management
- Daily contact with visitors and volunteers

ENVIRONMENT:

- Employee is subject to inside and occasional outside environmental conditions. Protection from weather conditions but not necessarily from temperature changes when inside.

TOOLS/EQUIPMENT USED:

- Personal Computer, telephone, computer printers, calculator, copier, pens, pencils and Revel POS system

Visitor Service Representative

I certify that I have reviewed and understand all the requirements of performing this job and that I am capable of meeting each and every requirement, with or without reasonable accommodation. I understand that the essential and/or non-essential functions and the associated abilities, requirements and conditions outlined above describe the general nature and level of the work performed. I understand that they are not intended to and in no way represent an exhaustive listing of all tasks involved in performing the job. I understand that business necessity may dictate changes in the position requirements at any time. I understand that even though I may be able to perform the job, there are other requirements I must meet before being offered the job. I understand that I must perform all essential and non-essential functions in a manner that is not hazardous to myself or to others. I also understand that any employment relationship with this company is of an "at-will" nature, which means that if employed I will be free to resign at any time, and that the Company may terminate my employment at any time, with or without prior notice.

Signature

Date