



## **VISITOR SERVICES STAFF - Seasonal**

**Title:** Visitor Services Staff

**Accountable to:** Visitor Services Manager

**Major Objectives:** Responsible for greeting and welcoming visitors, selling MDC products and services, and providing clerical and visitor services assistance. This position will also assist in preparing site for events, venue rentals, and food service. This position may also assist in demonstrating educational programming to our guests and tour groups as needed.

### **Qualifications:**

- Excellent customer service skills.
- Excellent written and oral communication skills.
- Ability to work with people of various backgrounds.
- Friendly, outgoing, enjoys meeting people and working with the public.
- Experience with Microsoft Office products.
- Experience with point-of-sale (POS) preferred.
- Experience with cash handling procedures preferred.
- Displays high initiative requiring minimal supervision.
- Is comfortable in an environment that requires flexibility and adaptability.
- Strong work ethic.

### **Responsibilities:**

- Greet and welcome visitors.
- Use POS system to conduct sales.
- Provide site orientation, answer, and direct incoming phone calls.
- Provide preparation for events and venue rentals.
- Provide clerical assistance.
- Provide demonstration of educational programming to our guests.
- Report any deficiencies in equipment or supplies to the Visitor Services Operations Supervisor.
- Effectively handle customer concerns and provide excellent customer service.
- Ensure that MDC is represented in a way that demonstrates cooperation, consideration, and respect to guests, colleagues, and general public
- Adhere to all policies, procedures, and legal requirements.
- Other duties as assigned.

### **Working conditions:**

- General Customer Service environment.
- Must be able to sit or stand for long periods of time.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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- Weekday, weekend, and some evenings required.
- Part-time\seasonal\non-exempt position.

### Receipt and Acknowledgment

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Minnesota Discovery Center.
- I have read and understand this job description.

Print Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_