

## **Visitor Experience Associate**

**Reports To: Front Desk & Shop Manager**

**Position Status: Part-time, non-exempt**

**Location: Cincinnati, OH**

**Compensation: Starting at \$13 per hour**

**\*This is a bargaining unit position subject to collective bargaining.\***

**OVERVIEW OF POSITION:** Working under the guidance of the Front Desk and Store Manager, the **Visitor Experience Associate** provides assistance for all museum visitors and staff. The Visitor Experience Associate is responsible for welcoming all visitors, processing sales transactions, answering the telephones, and connecting inquiries with the appropriate staff member(s). The Visitor Experience Associate will be an individual who demonstrates an ability to work well with others, values teamwork, and represents the museum by offering exceptional service to all visitors and staff. This is a part time position.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

- Ensure that visitors' needs are properly attended to and provide information for exhibitions, store products, events, programs, and memberships. Demonstrate exemplary ability to engage the public and handle customer service/ visitor challenges for positive outcomes.
- Operate the cash drawer for the CAC Store and Admissions, including opening and closing the drawers, and processing cash, credit, and check transactions through the Point-of-Sale System (POS).
- Drives store sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Promptly answers incoming calls from the CAC general telephone line, appropriately directing calls to the correct people.
- Assists in tour scheduling and data collection for tours when they arrive.
- Attend CAC staff meetings and exhibition training as required, and stay up to date on current exhibits, tour information, general CAC information, and Visitor Experience staff functions.
- Maintain a clean workspace in the CAC Store and Admissions desk, including merchandise: polishes silver, washes glassware and cleans other store inventory as needed.
- Distribute as well as restock CAC print materials.
- Performs other duties as assigned.
- Maintain a clean and professional appearance and is prepared to work where assigned.
- Arrive at the designated work location promptly and in time to serve visitors and staff.

**ALL OF THESE DUTIES ARE TO BE DONE WITH OVERALL CAC BUSINESS IN MIND. THE PERSON IN THIS POSITION WILL BE CONSCIOUS OF OTHER CAC PROGRAMS, EXHIBITION NEEDS, AND CAC POLICY AND PROCEDURES.**

**SKILLS AND QUALIFICATIONS:**

- Experience in customer service.
- Exceptional people, communication, and sales skills, and an ability to multi-task and remain calm in a high pace environment.
- Self-motivated, energetic, and proactive.
- Knowledge of Microsoft Office applications, fax and copy machines, and printers.
- Experience working with a POS system.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

- The person in this position needs to move about the shop and desk space to access shop merchandise and office supplies.
- Must be able to remain in a stationary position at least 75% of the time.
- Operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Able to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Able to move objects of up to 25 lbs.
- Able to observe details at close range (within a few feet of the observer).

**PAY, BENEFITS, LONG-TERM GROWTH OPPORTUNITIES:** This part-time position takes place on-site at the CAC, working about 15 hours per week. The hourly pay rate starts at \$13 per hour. Benefits for part-time employees include paid sick and personal days, holiday pay, access to professional development opportunities, employee assistance program, CAC membership, and CAC Museum Shop and Café employee discount.

**TO APPLY:** Applications, a resume & cover letter in PDF format, should be sent to hiring manager Aly Laughlin, Human Resources Director, via email at [alaughlin@cincycac.org](mailto:alaughlin@cincycac.org) by July 12, 2024.

After applications are reviewed, selected applicants will be contacted for interviews. References may be requested and contacted only during the final interview stage and the identities of applicants will be held in the strictest of confidence.

**RECRUITMENT & HIRING:**

The CAC is an Equal Opportunity Employer (EOE) where all applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, Veteran, or disability status.