



**Job Opening: Visitor Services Associate – Part-Time**

**Reports to:** Visitor Services and Volunteer Coordinator

**Location:** Springfield, IL

**Application Deadline:** Open until filled

**Start date:** July 1, 2018

**Compensation & Benefits:** Pay rate negotiable based on experience and job scope.

**About Kidzeum:** Kidzeum will be a wonderful new family destination in the heart of historic downtown Springfield, IL., whose mission is to serve as a place of learning and discovery through play for children of ALL abilities. Kidzeum is committed to nurturing health and wellness, promoting science education, and to developing environmental and global awareness through innovative programs and exhibits. Kidzeum is slated to open July 21, 2018, but this position will be filled early July in preparation for opening day. Learn more at [www.kidzeum.org](http://www.kidzeum.org).

**Position Description:** Kidzeum of Health and Science seeks a versatile, results-oriented professional to join our team. The Visitor Services Associate will be a key member in the Front of House team. They must provide a high level of customer service and satisfaction to ensure a great experience for all visitors. The Visitor Services Associate is responsible for a broad range of activities including selling tickets and memberships as well as handling questions and complaints. This position may be asked to fill-in in other areas of the museum as needed. The schedule for this position will be primarily Friday through Sunday to accommodate the museum's busy days. In addition, this position will see heavy hours as staff prepares and goes through the museum's grand opening. The hours and schedule will normalize as operations are adjusted. Flexibility is key and expected during this process!

**Duties and Responsibilities:** Provide superior customer service to all guests.

- Project a positive image, serving as an ambassador for Kidzeum
- Maintain proper cashier operations by following policies and procedures; reporting needed changes
- Complete all transactions through the Point of Sale system accurately and efficiently
- Relay accurate information about planned programs and events to guests
- Be friendly and outgoing
- Handle customer service issues and questions in a professional, polite, and positive manner
- Actively participate in all provided training classes and properly implement newly learned skills
- Ensure that the Kidzeum's rules and safety protocols are followed by all guests entering the museum
- Other duties as assigned

**Qualifications, Skills and Abilities:**

- Ability to work in a fast-paced environment and communicate effectively with visitors in both conveying information and listening to their questions and complaints
- Be open to multiple points of view and avenues for problem solving
- Comfortable with Point of Sale technology

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- Must be able to walk, stand, and interact with the public for long periods of time
- Be well organized and thorough with close attention to detail and follow-through
- Act as a team player who works well with others and shows courtesy and respect to colleagues
- Must be able to work a flexible schedule to include weekends, holidays, and special events.
- Have an outgoing personality and be enthused to interact with guests and colleagues
- Two or more years of college or equivalent experience in customer service
- Ability to work with people from diverse backgrounds
- Clearance of a criminal background check

**Physical Demands & Work Environment:** The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Physical requirements may include stooping, kneeling, bending, standing. Lifting and transporting of moderately heavy objects, such equipment, boxes, etc. may be included.

**Application Process:** Please send a cover letter, resume and three references to Claire Griffith, Assistant Director, at [claire.griffith@kidzeum.org](mailto:claire.griffith@kidzeum.org)  
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