

ANCHORAGE MUSEUM ASSOCIATION

Title: Visitor Services Assistant

Reports To: Director of Visitor Services

FLSA Status: Non-Exempt

EEO Class: Admin. Support

Approved by: Museum Director/CEO

The Anchorage Museum connects people, expands perspectives, and encourages global dialog about the North and its distinct environment. Exploring the intersection of art, history and science, the Anchorage Museum shares multiple perspectives and experiences that tell a greater story. We welcome diverse perspectives and recognize all are enriched when a diversity of voices, viewpoints, and skills are included and engaged in the work we do.

Summary Position Statement:

Under the general supervision of the Director of Visitor Services, this position performs cashier duties, is active in all facets of museum store retail sales and visitor services and provides an engaging experience for museum visitors. Incumbents work variable scheduled hours conforming to the Museum's seasonal hours and organizational needs.

Essential Functions:

- Ensure that each Museum visitor receives outstanding customer service by providing a friendly environment which includes greeting and acknowledging every visitor, answering questions, maintaining outstanding professional standards, and a thorough knowledge of exhibitions, programs, and activities
- Assist Museum Store customers with viewing, locating, and purchasing merchandise
- Oversee visitor admission or sales stations as assigned
- Encourage and support the sale of memberships
- Accurately and efficiently perform and complete all sales transactions, cash accounting and reporting
- Open and close cashier stations in accordance with Museum procedures and scheduled hours

Non-Essential Functions:

- Assist Store volunteers with technology and general Store information as needed
- Stock, replenish, and clean merchandise on display as needed and in accordance with visual display guidelines
- Develop systems that respond to visitor needs and programming that creates a unique museum experience
- Maintain inventory reports and make recommendations on future ordering as needed
- Keep Director of Visitor Services and/or Lead VSA, up-to-date on visitor concerns or issues

- Assist museum staff and security as needed
- Performs other duties as assigned

Knowledge/Skills/Qualifications:

Knowledge of:

- Alaska history and Native cultures.
- Merchandise produced and created for Alaskan markets.
- Physical layout of the Museum facility; knowledge of cash handling procedures.
- Computer technology.

Ability to:

- Be friendly and accommodating when working with visitors, Museum staff, and other stakeholders
- Work Independently
- Perform cashier functions and completion of required forms and reports.
- Maintain a professional appearance and conducting self in a professional manner.
- Greet and assist the public; explain rules and policies and communicate effectively with all contacts
- Process information/merchandise through computer system and POS register system
- Read, write, speak, and count in English fluently
- Accurately complete all documentation

Qualifications:

- High school diploma, GED, or equivalent required
- Two years' experience with cash handling and reporting required
- One-year experience as a museum visitor services assistant or museum attendant preferred

Employee Expectations:

As an AMA employee, the incumbent is expected to model the following traits:

- Foster and maintain open communication and collaboration and actively engage in the exchange of ideas and maintaining constructive relationships
- Utilizes initiative and creativity in all aspects of the position
- Lead by example by maintaining a high standard of professional ethics and conduct
- Treat everyone with dignity and respect
- Support and uphold the policies, procedures of the AMA

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms; talk or hear. The employee is regularly required to stand; walk; and occasionally required to stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close and distance vision, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are typical of an office environment and representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.