

ANCHORAGE MUSEUM ASSOCIATION

Title: Visitor Services Assistant II

Reports To: Front of House Manager

FLSA Status: Non-Exempt

EEO Class: Admin. Support

Approved by: Museum Director/CEO

The Anchorage Museum is for people, place, planet, and potential, in service of a sustainable and equitable North, and with creativity and imagination for what is possible. We strive to be a place of ideas and transformation, narratives and perspectives, resilient and relevant communities, and responsive to a rapidly changing world toward a better future for all.

Summary Position Statement

Under the general supervision of the Front of House Manager, this position is responsible for outstanding guest experiences for visitors to the Museum. Incumbents must provide a high level of customer service and satisfaction to ensure an excellent experience for all visitors and are responsible for a broad range of activities including selling admissions, event ticketing and memberships, overseeing access control, engaging with guests, offering information, handling questions and complaints, monitoring guest compliance with Museum safety/visitor protocols, and facilitating entry/egress for public hours and events.

Incumbents work variable scheduled hours conforming to the Museum's seasonal hours and organizational needs.

Essential Functions

- Provide a friendly environment, including greeting and acknowledging every visitor, answering questions, maintaining outstanding professional standards, and a knowledge of exhibitions, programs, and activities
- Provide superior guest service
- Project a positive image, serving as an ambassador for the Museum
- Maintain proper cashier operations by following policies and procedures; reporting needed changes
- Relay accurate information about planned programs and events
- Be friendly and outgoing
- Handle customer service issues/questions in a professional, polite, and positive manner
- Oversee visitor admission or sales stations
- Actively participate in all provided training classes and properly implement newly learned skills
- Ensure that the Museum's rules and safety protocols are followed
- Following established protocols, open/close building and areas within the Museum as scheduled

- Stock, replenish, and clean merchandise, as outlined in each area, on display and in accordance with visual display guidelines
- Answer phone calls, perform light accounting duties, deliver mail within the building and other light duties throughout the day
- Perform customer service in the Museum Store and conduct retail sales
- Serve as primary host and point of contact for birthday parties and other Museum programming and enterprise
- Facilitate and ensure the sale of memberships and the achievement of membership sales goals
- 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
- Enter and ensure accurate data entry
- Assist with Museum Store inventory

Non-Essential Functions

- Assist with staffing Museum events and programs as needed
- Light cleaning and dusting of shelving, display items, counters and other areas as needed
- Deliver tours, staff fee-based programs and other customer and information-services activities as needed
- Assist with initiatives to respond to visitor needs and programming that creates a distinct Museum experience
- Maintain inventory reports and make recommendations on future ordering as needed
- Keep Visitor Services Manager informed regarding visitor concerns or issues
- Assist museum staff and security as needed
- Performs other duties as assigned

Knowledge/Skills/Qualifications

Knowledge of:

- Excellent customer service
- Anchorage and the surrounding areas
- Language of diversity and inclusion
- The role of the Museum and its mission in the community
- Cash-handling procedures
- Computer technology

Ability to:

- Be friendly and accommodating when working with visitors, Museum staff, and other stakeholders
- Work independently and as a team
- Conduct oneself in a professional manner

- Communicate effectively
- Work with computer systems and POS register systems

Qualifications

- High-school diploma, GED, or equivalent required
- Two years' experience with cash handling and reporting
- Two years' experience in exemplary customer service

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 40 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.