

**Visitor Services Representative****Band I, Zone A – Institute of Science**

This position provides varied and enthusiastic visitor services to all museum guests, thus promoting a positive experience. Responsibilities include: Participate in training and follow emergency and security procedures and implement when necessary. Collect admission and program fees and impart accurate general information about schedules and pertinent museum locations. Answer visitor questions about Institute exhibits and the "Cranbrook Story" in order to create a positive visitor experience. Stay up-to-date with Point of Sales (POS) procedures as determined by VS Supervisors and Guest Experience Supervisor. Provide check-in assistance for school groups in either or both Main (visitor) and West (school group) Entrances while maintaining a calm and welcoming manner, and continue to provide help throughout their visit to ensure a positive guest experience. Additional duties as assigned. Requirements: Must be high school age or older; prior customer service experience a plus. Ability to work with the public, school personnel, students, volunteers and co-workers with ease and enthusiasm. Must be able to count and handle cash accurately. Willingness to work flexible, but scheduled, part-time hours including weekends, holidays and overnight. Computer experience required; specialized software training is provided. Must be able to demonstrate Point of Sale (POS) system proficiency through regularly scheduled assessments by Supervisors and/or Guest Experience Supervisor. **There are 4 openings for this position, working less than 20 hours per week.**