



Job opening: Information Desk/Tour Guide Staff

POSITION SUMMARY: Tour Guide staff primarily greets visitors and keeps track of museum and tour admissions. They also provide tours of the historic ranch house and the museum grounds. At the Information Desk staff also provide information about the museum's latest exhibits as well as brochures. Between tours staff also maintain the ranch house and outbuildings behind it. This is in addition to performing tasks such as disinfecting and cleaning inside the FEM, Jr. building.

ESSENTIAL DUTIES AND FUNCTIONS:

- Tells the Museum's story, comprehends its mission, participates in programs and events, and makes connections with the museum's patrons to answer their questions and elicit their feedback. Interacts with other members of the museum's staff to share information and to collaborate to achieve the museum's strategic objectives.
- Greets and welcomes visitors. Ensures each visitor receives excellent customer service by providing an open and friendly environment which includes greeting and acknowledging every visitor, providing an appropriate selling effort including use of solid knowledge of the museum.
- Distributes brochures and other information patrons may need; as well as, assisting patrons with completion of the membership brochure.
- Oversees, coordinates and performs computerized cash register sales transactions and cash management.
- Monitors sales through the cash register; resolves discrepancies; prepares, reconciles and records cash receipts for deposit.
- Schedules visitor services team member hours to maximize hospitality and sales.
- Demonstrates effective problem-solving skills to provide customer service at the highest level for museum patrons.
- Monitors general housekeeping cleanliness within the area; ensures that equipment and facilities remain in good repair, and that employee and customer safety standards are maintained.
- Tracks and reports visitation to the museum.
- Helps museum patrons fill out online surveys through the use of a tablet computer.
- Responsible for locking and unlocking doors and galleries of FEM, Jr. building at opening and closing.
- Responsible for disinfecting all three floors of FEM, Jr. building at opening and closing.
- Performs all other related duties as assigned by management.*

** These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

QUALIFICATIONS AND SKILLS:

- Ability to communicate with other members of the museum staff and works to be part of the solution when problems arise
- Ability to work independently and manage time effectively
- Enjoy working with the public and providing excellent customer service
- Exhibits responsibility and takes ownership

- Proactive in handling tasks and chores in and around the museum buildings
- Positive attitude that supports the museum's staff and its patrons

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent required
- POS System experience a plus
- Must be comfortable speaking with museum patrons at an individual level and in groups
- Must have driving experience and is comfortable driving up to five passengers

Qualified candidates please email cover letter and resume to tbird@thebrintonmuseum.org

For questions regarding the position please contact Tyshon Bird at 307-672-3173.

To learn more about the Brinton Museum go to www.thebrintonmuseum.org