



POSITION ANNOUNCEMENT

VISITOR SERVICES – P/T

POSITION SUMMARY

The Witte Museum, a history and science museum along the San Antonio River, has a dynamic team and community based environment. The Witte Museum has 500,000 annual visitors and is a family focused museum.

The Witte Museum is seeking a highly energetic individual who is passionate in enhancing the visitor experience. The Visitor Services position is primarily responsible for cash handling, welcoming visitors, promoting surcharged exhibit sales and memberships, and providing information about programs. Visitor Services maintains the Walker Admissions Desk. Visitor Services assists Security and Public Safety in monitoring visitor activities.

RESPONSIBILITIES:

- Ensures the appearance of the Walker Admissions Desk is presentable and opening/closing duties are completed
- Follows all cash handling procedures for payments taken at Walker Admissions Desk
- Sells general admissions and completes the sale of pre-booked group rate admissions and special programs
- Positively interacts with all museum visitors and provides immediate visitor service assistance
- Monitors supply levels and submits requests to the Director of Visitor Engagement in a timely manner
- Communicates information between the Walker Admissions Desk staff and the Director of Visitor Engagement
- Actively responds to visitor questions and emergency situations as they occur
- Conveys information about museum exhibitions, programs, and events to the visitors
- Promotes Witte Museum membership
- Works closely with Security and Public Safety
- Helps maintain the appearance of the Witte Museum
- When necessary, assists in a Visitor Associate capacity
- Performs other duties as assigned

EDUCATION:

- Required: High School diploma or equivalent

EXPERIENCE AND SKILLS:

- Must have knowledge of CRM and POS Systems. Preferred: knowledge of Tessitura
- Must have one year of cash handling and customer service experience
- Computer proficiency in Microsoft Word, Excel and Outlook
- Must be able to assess a situation and take appropriate actions
- Must be able to work independently and as a team member
- Must be energetic, enthusiastic, and detail oriented
- Preferred: Bi-lingual (English/Spanish)

PHYSICAL REQUIREMENTS:

- Must be in good physical condition, able to move moderately heavy objects (35lbs.), bend, stoop, walk, climb stairs, stand, and sit for extended periods of time
- Must be able to work a flexible schedule including evenings, weekends, and holidays

The Witte Museum is an equal opportunity employer.

Closing date: Until Filled

Résumé may be emailed to: humanresources@wittemuseum.org