VISITOR SERVICES – P/T

The Witte Museum reveals Texas Deep Time, the layers of what is now called Texas, from millions of years ago to the present. The Vision of the Witte is to be the preeminent center for relevant content and engaging experiences in environmental science, STEAM, and cultural stories to shape the future of Texas by empowering all people to create an extraordinary life. The Witte Museum, founded in 1926, opened a transformed museum campus in March of 2017 to critical acclaim, locally to internationally. The $100 million expansion ushered in a new generation of students and families from Texas and beyond who are empowered to discover nature, science and culture through immersive, interactive experiences in new galleries, labs and riverside habitats. The Witte has earned its reputation as "the People's Museum" because of a commitment to making lifelong learning accessible to all.

POSITION SUMMARY
Visitor Services is a highly energetic individual who is passionate in enhancing the visitor experience. Visitor Services is primarily responsible for cash handling, welcoming visitors, promoting and selling surcharged exhibits and memberships, and providing information about programs. Visitor Services maintains the Walker Admissions Desk, assists in galleries and outside at Mt. Witte and SkyCycle. 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 the Walker Admissions Desks supply levels and submits requests to the Manager of Visitor Engagement in a timely manner
• Communicates information between the Walker Admissions Desk staff and the Manager(s) on Duty
• 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
• Facilitates the entry and exit of visitors to limited engagement exhibits, H-E-Buddy SkyCycle and Mt. Witte
• Other duties as assigned

EDUCATION:
• Required: High School Diploma or GED required

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

PHYSICAL REQUIREMENTS:
• Must be in good physical condition, able to move moderately heavy objects (30lbs.), bend, 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: Open until filled

Résumé and Cover Letter may be emailed to: humanresources@wittemuseum.org