



VISITOR EXPERIENCE ASSOCIATE- FT

The Witte Museum is where Nature, Science and Culture meet, through the lens of Texas Deep Time and the themes of Land, Sky, and Water. The Witte is the only museum that focuses on Millions, Thousands and Hundreds of years in what we now call Texas. The Witte inspires people to shape the Future of Texas through transformative and relevant experiences in engaging exhibitions and programs. Founded in 1926, the Witte is located along the San Antonio River and has recently renovated and expanded the entire museum campus.

POSITION SUMMARY

The Visitor Experience Associate position requires a highly energetic individual who is passionate about enhancing the visitor experience. This position is responsible for excellent customer service to Museum visitors and always portrays a positive and professional image. The Visitor Experience Associate is primary responsible for welcoming visitors, promoting special exhibitions and programming, cash handling and Point of Sale service and embodying the mission of the Witte as a visitor's first impression. As a representative of the Museum, the Visitor Experience Associate will maintain the highest level of courtesy and service to our visitors. Visitor Experience Associates maintain the Bolner Family Museum Store, Tremblay Family Café, Walker Admissions Desk, gallery spaces and Mt. Witte and Sky Cycle. The Visitor Experience Associate will report directly to department managers and the Director of Visitor Experience.

RESPONSIBILITIES

- Provide courteous, helpful customer service within established visitor experience team standards and throughout the Museum
- Engages with and assists customers with purchase selections; responds to customer requests and inquiries with thorough knowledge of the Witte's mission and programs.
- Learns and effectively communicates product knowledge and overlapping exhibit knowledge to customers as appropriate (i.e., new items, appropriate age ranges, etc.)
- Is attentive of daily activities throughout the Museum, exhibits, memberships, and other information to assist visitors with their Museum experience
- Prepares for the daily opening and closing of museum operations in a safe and efficient manner and ensures daily duties are completed appropriately
- Follows and exceeds all state and local Department of Health and Safety guidelines
- Accurately carries out all Point of Sale (POS) transactions to maintain the integrity of the inventory; maintains a neat and orderly POS station; maintains an accurate cash drawer at all times
- Prepare, package, and merchandise fresh food items according to highest level of standards and quality, following standardized procedures and recipes
- Helps clean, sanitize and maintain the appearance of the Witte Museum to include Tremblay Family Cafe

- Attends scheduled meetings and participates in annual inventory count for the Museum Store
- Monitors the Walker Admissions Desk supply levels and submits requests to the Director of Visitor Experience
- Communicates information between coworkers, the Manager(s) on Duty and the Safety Team
- Actively responds to visitor questions and emergency situations as they occur
- Explains and implements rules and regulations for the safe use of the H-E-Buddy Sky Cycle and Mt. Witte
- Works closely with the Events Team assisting with vendor check-in and guest engagement
- Other duties as assigned

EDUCATION

- Required: High School Diploma or GED

EXPERIENCE AND SKILLS

- Minimum of one year experience in cash handling or customer service experience
- Proficient in Microsoft Word, Excel and Outlook
- Must be an energetic, enthusiastic individual with the ability to complete job assignments with minimal supervision
- Must be self-motivated, detail-oriented, possess excellent people skills and be visitor focused
- Ability to work independently and as a team member
- Must be able to assess a situation and take appropriate actions
- Preferred: knowledge of CRM and POS systems, particularly Tessitura
- Preferred: bilingual (English/Spanish)
- Preferred: knowledge of South Texas History, Science and Water Resources
- Preferred: Food Handler's License

PHYSICAL REQUIREMENTS

- Works in a climate controlled environment as well as periods of outdoor activities and events, sometimes in varying weather conditions
- Must be able to walk, stoop, bend, climb stairs, reach overhead, sit and stand for extended periods
- Occasionally lift heavy objects up to 35 lbs.
- Frequent near vision use for reading and computer
- Must be able to function effectively in a sometimes-stressful environment, dealing with a variety of challenges, strict deadlines and numerous contacts
- Must be able to work in 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