

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: VISITOR SERVICE SPECIALIST – AMA (P/T)

PAY GRADE: C-1

OVERTIME STATUS: NON-EXEMPT (Part-time – Not to exceed 25 hours per week. Flexible Schedule.)

MAJOR RESPONSIBILITY:

This part-time position performs customer service and sales duties in the admissions and museum store areas during week days and weekends.

At the College of Central Florida, our vision is to be “Your first choice for quality higher education.” We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: High school diploma or equivalent required. Experience in a field related to business, customer service, retail sales or food service preferred.
2. Years of experience in the field: One year of direct experience in the field preferred.
3. Special skills or abilities related to the position: General technical knowledge about computers. Computer skills in word processing, point of sale and visitor services preferred. Ability to provide customer service, problem solve and interact with visitors to provide general museum information and merchandise sales and assistance. Must have high energy, be resourceful, disciplined, and be willing to work a flexible work schedule. Ability to work with volunteers to provide excellent customer relations. Ability to work collaboratively within the museum organizational structures, including knowing, understanding and following necessary procedures and policies.

ESSENTIAL JOB FUNCTIONS:

1. Perform all aspects of admission procedures for the museum, including front-line cash receipts and control. Perform sales of tickets, memberships, workshop fees, donations, coffee/tea products, snacks, books and gift merchandise. Provide assistance to front desk volunteers when needed.
2. Learn recipes and be able to prepare all coffee drinks offered on the menu. Maintain and clean coffee equipment.

ESSENTIAL JOB FUNCTIONS (Continued):

3. Oversee the operation of the museum store, in the absence of the store manager.
4. Provide advocacy for visitor relations and promote the welfare of the museum by following policies and procedures. Resolve visitor complaints and concerns to the mutual satisfaction of the museum and the visitor or refer to supervisor.
5. Perform opening and closing procedures and pull the required daily reports.
6. Handle telephone, voicemail and e-mail inquiries for information regarding visits.
7. Assist with special events relating to visitor services.
8. Work collaboratively with security and facilities staff and report maintenance and security needs to appropriate departments.
9. Performs other duties as may from time to time be requested by the supervisor.

(These essential job functions are not to be construed as a complete statement of all duties)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment.
- Works in the museum store.

PRIMARY LOCATION OF JOB: Appleton Museum of Art

SUPERVISOR OF POSITION: Gift Shop & Visitor Services Manager