

## Position Description

---

Title:	<b>Visitor Services Associate</b>
Classification:	Part-time hourly, seasonal
Reports To:	Visitor Services Manager
Supervises:	Associated volunteers

### High Desert Museum – Organization Description

The High Desert Museum is a non-profit organization focused on the natural and cultural elements of the High Desert region of the Western United States. Located near Bend, Oregon, on the edge of the beautiful Deschutes National Forest, the Museum melds the natural history of diverse habitat types with human history of the environment into a unique blend of indoor and outdoor exhibits, living history and both living and historical collections.

### Job Summary – Visitor Services Associate

The Visitor Services Associate is responsible for greeting and interacting with visitors and working with volunteers and staff to ensure an exceptional visitor experience. They will work alongside volunteers to perform the daily operations at the Admissions desk with a strong emphasis in customer service and membership sales. The Visitor Services Associate is also responsible for helping achieve the financial budgeted revenue for Admissions and membership sales through exceptional customer service.

### Required Qualifications

- High school diploma or GED
- Previous experience working 10-key adding machine and cash register
- Multi-line telephone experience preferred
- Strong verbal and written communication skills
- Ability to project a welcoming, cheerful attitude
- Excellent customer service skills
- Ability to work effectively with a diverse group of staff and volunteers
- Ability to work flexible hours and days including weekends
- Ability to stand for long periods and lift up to 40 pounds

### Responsibilities and Tasks

1. Perform daily Admissions operations insuring security of cash throughout each business day and at closing
2. Process Admissions, program fees, membership fees, and various payments through Altru Point of Sale system
3. Admit visitors using the highest quality customer service to orient visitors to the museum and assist them with museum memberships and Adopt-an-Animal purchases
4. Provide oversight of all activities in the Admissions area, coordinating efforts with interdepartmental staff as necessary
5. Provide general information about the museum and its exhibitions, the store and café, facility rentals, and upcoming events

6. Offer concierge-like service for guests interested in other Bend and local area attractions and venues
7. Create meaningful connections and fulfilling experiences for guests
8. Actively promote and sell Museum memberships
9. Ensure a positive and safe experience for all museum visitors
10. Provide and maintain accurate information about the museum, exhibits, programs and services
11. Serve as front line for all phone calls requesting information or appropriate referrals
12. Meet specific visitor needs, thereby enhancing access and encouraging return visits
13. Assist with group and school tour orientations
14. Maintain a clean, business-like front-of-line work environment
15. Comply with all museum policies, procedures, safety regulations and emergency protocols
16. Perform other tasks and duties as assigned by the Visitor Services Manager or Assistant Manager.

The successful applicant will be an outgoing, friendly, team player and must be detailed-oriented while handling multiple projects and deadlines. They must have a high degree of energy and enthusiasm for a visitor-service oriented organization.

Please send resume and cover letter to the High Desert Museum, attention Shannon Campbell.

[scampbell@highdesertmuseum.org](mailto:scampbell@highdesertmuseum.org)

<http://highdesertmuseum.org/job-opportunities>

The High Desert Museum is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

### **Mission**

To explore the High Desert's unique landscape, cultures, wildlife, history and arts, connecting our visitors to the past and helping them discover their role in the present and responsibility to the future.