



Museum of Science & History  
JACKSONVILLE • FLORIDA

1025 Museum Circle • Jacksonville, FL 32207 • (904) 396-6674 • www.themosh.org

## **GUEST RELATIONS REPRESENTATIVE POSITION DESCRIPTION**

**DEPARTMENT:** GUEST RELATIONS  
**IMMEDIATE SUPERVISOR:** GUEST RELATIONS MANAGER  
**STATUS:** NON-EXEMPT/ PART-TIME  
**HOURS:** 8-25HRS. / WEEK

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### **POSITION PURPOSE:**

The Guest Relations Representative is responsible for providing superior assistance to museum guests and important information to museum visitors and staff. Guest services representatives are mainly responsible for processing admissions for general admission, school groups, and public programs and special events. Other job responsibilities include but are not limited to: Providing outstanding customer service to all museum guests, patrons, donors, and employees. Monitoring and upkeep of museum appearance in the main lobby and the MOSH store and working to support other museum departments.

### **DUTIES AND RESPONSIBILITIES:**

#### ***Front Desk: (40%)***

- Greets the guest with a positive attitude, image and briefly orientate visitors to the museum, all public programs, and special events.
- Processes admissions and any fees for daily admission, daily programs, memberships, and events through ACME. Cash handling involved. All transactions must be handled accurately and balance to zero at end of shift.
- Outlines Museum activities, provides orientation information about the exhibition galleries, traveling exhibitions, public works and provide directional services via wayfinding and MOSH maps (e.g., bathroom, public telephone, taxi, food service, etc.).
- Answers the Museum's central telephone lines promptly, answer inquiries courteously, and direct callers to appropriate staff offices and individuals as needed.
- Observes individuals entering the Museum entrance and report any irregularities to Facilities.
- Actively promotes and sells annual memberships to patrons visiting the museum, answering questions and providing detailed descriptions on benefits of becoming an annual member.
- Demonstrate good judgement and problem-solving skills when assisting visitors with issues, which could include but are not limited to, lost, and found items, lost children, and first aid; assist in building evacuations in the event of an emergency.

- Proactively engage a diverse audience in educational conversations, related to exhibit spaces, artifacts, and programming
- Assist with event set up and break down as needed.
- Responds to emergency needs by monitoring status of facilities and taking steps to reduce or eliminate personal risk to visitors, in accordance with Visitor Services training.
- Reports all emergency situations to appropriate management staff or authorities.
- Assists with clerical duties, which may be performed at the Front Desk for other Museum departments, as assigned from Guest Relations Manager or VP of Visitor Engagement.
- Assists in the operation of the Museum Gift store required. Representatives are cross-trained.
- Performs other related duties as required.

***Store: (40%)***

- Processes all customer transactions as they occur. Ensure that all procedures are quick and accurate. Balance to zero at the completion of each shift;
- Initiates and completes sales transactions with visitors. This includes greet each customer, inquiring about their experience. Use of suggestive selling techniques, handling cash, and credit card transactions and thanking the guest for their patronage.
- Ensures that the Museum store is neat and orderly at all times;
- Becomes familiar with and understand features and benefits of Museum store products in order to sell them and answer customer questions;
- Participates in annual physical inventory and routine cycle counts;
- Ensures that all displays and supplies are well stocked at all times. Advise Museum Store Manager and Lead Associate when products are running low to ensure that merchandise is reordered in a timely manner;
- Restocks any items immediately after school groups or other visitors;
- Performs other related duties as required.

**QUALIFICATIONS:**

To be successful, an individual must have competent verbal and written skills. A pleasant disposition and exemplary customer service /hospitality skills to be able to perform each job duty satisfactorily.

***EDUCATION AND EXPERIENCE***

High school graduation preferred. Experience in customer service and cash handling required.

***SKILLS AND ABILITIES***

- Excellent customer service skills
- Concierge experience
- Familiarity with computer systems and user software. Mainly Apple products.
- Point-of-sale / Cash register expertise
- Cash handling expertise
- Strong communication skills; verbal and written
- Solid organizational and problem-solving skills

- Must be able to stand for extended periods
- Ability to work as a team player

**TIME COMMITMENTS:**

Schedules vary based on the needs of the Museum. Typically this position will be scheduled between 15-24 hours which may include normal business hours as well as after hour special events and functions.

**DISCLAIMER:**

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

**Equal Employment Opportunity:**

MOSH provides equal employment opportunities for all applicants and employees. We do not unlawfully discriminate based on race, color, creed, ancestry, medical condition, religion, sex, national origin, age, disability, veteran status, marital status, sexual preference or any other basis prohibited by federal or state law or local ordinance applicable to our work locations. We also make reasonable accommodations for disabled employees if we are aware of the need for accommodation and if the requested accommodation does not cause undue hardship as interpreted from the ADA/ADAAA.

This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs. Finally, we prohibit the harassment of any individual.