

THE DA VINCI DISCOVERY CENTER OF SCIENCE AND TECHNOLOGY, INC.

Job Description
September 2016

Job Title	Part Time Visitor Services Associate
Department	Business Development
Reports to	Sales and Visitor Services Manager

Type of position: <input type="checkbox"/> Full-time <input type="checkbox"/> Contractor <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Intern	Hours: per week <input checked="" type="checkbox"/> Days <input checked="" type="checkbox"/> Weekends <input checked="" type="checkbox"/> Evenings <input checked="" type="checkbox"/> Holidays	FLSA Classification: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
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GENERAL DESCRIPTION

The Visitor Services Associate will operate the Welcome Center and Curiosity Shop retail store. The Associate will sell merchandise and admission related products while providing a high level of customer service to all Da Vinci Science Center (DSC) visitors.

SPECIFIC JOB RESPONSIBILITIES

- Welcomes visitors to DSC and provides a high level of customer service to all visitors.
- Opens and closes the Welcome Center and Curiosity Shop retail store. Opens and closes cash registers in these locations and completes all end-of-day paperwork required to close drawers.
- Serves as a cashier at the Welcome Center, accurately and efficiently checking in visitors while following all cash control policies.
- Processes all coupons, discounts, group, consignment and complimentary tickets according to established standards and procedures.
- Serves as a cashier in the retail store, accurately and efficiently processing transactions while following all cash control policies.
- Promotes and sells memberships to visitors. Specifically converts walk-in ticket buyers to members.
- Promotes birthday parties, special events, group sales packages, facility rentals, and auxiliary services to visitors.
- Learns about all DSC programs and events to properly answer questions and direct guests to their destination of choice. Contributes to the Welcome Center daily log to improve communication.
- Answers the main phone line. Responds to inquiries and transfers calls when necessary.
- Provides customer service in the retail store. Interacts with customers and suggests merchandise that might be a good fit for their needs.
- Replenishes store merchandise and organizes displays as necessary.
- Serves as a birthday party host; greets the birthday family and guests as they arrive, leads the party on the exhibit floor, facilitates the party in party room and leads a hands-on activity. Also responsible for setting up and cleaning party room.
- Facilitates the exhibit floor experience by engaging visitors in activities/discussions related to the exhibits.
- Monitors lobby, Welcome Center, and store for safety and cleanliness.
- Executes emergency plans by following all policies and procedures (Code Adam alerts, crisis plan, etc).
- Performs clerical duties to support sales and visitor service programs.
- Other duties as assigned.

EDUCATION REQUIREMENTS

- High school diploma.

PHYSICAL DEMANDS OF THIS JOB

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Visitor Services Associate. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of this job.

The employee is sometimes required to be on their feet for four (4) hours at a time.

While performing the responsibilities of this job, the employee must occasionally move or lift up to and including 10 pounds.

Vision abilities required by this job include close vision (close vision at 20 inches or less).

WORK ENVIRONMENT OF THIS JOB

While performing the responsibilities of the position, these work environment characteristics are representative of the environment the Visitor Services Associate will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

The noise level in the work environment is usually moderate.

REQUIREMENTS

Successful completion of a criminal background check including checks through Pennsylvania State Police, Pennsylvania Child Abuse Registry and FBI fingerprinting national background check.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the Visitor Services Associate position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position. ***Management reserves the right to revise duties as needed.***

Director / Manager Approval	CEO / Executive Director Approval
Title	Date
Date	

Employee Name and Acknowledgement
Date