

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

Job Description

February 2022

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

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

GENERAL DESCRIPTION

The Visitor Services Coordinator will support day-to-day operations within Visitor Services. In support of the Visitor Services department, the coordinator will serve as a primary shift leader for Visitor Services, coordinating the day-to-day operations of the Welcome Center, retail store, and general Visitor Services operation to ensure that staff delivers a high-quality guest experience and follows all policies and procedures.

SPECIFIC JOB RESPONSIBILITIES

- Welcomes visitors to DSC and provides a high level of customer service to all visitors.
- Serves as a team leader for cashiers at the Welcome Center and Curiosity Shop retail store, ensuring that staff follows all cash control policies while providing a high-quality guest experience.
- Processes all coupons, discounts, group, consignment and complimentary tickets according to established standards and procedures.
- Helps train new employees on all Visitor Services policies and procedures for the Welcome Center, retail store, birthday party program, and Visitor Services operation.
- Assists the Visitor Services management in recruiting, interviewing, and hiring part-time Visitor Services staff.
- Assists Visitor Services management in documenting Visitor Services policies and procedures.
- 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. Resolves issues with transactions/settlements as needed.
- Responds to inquiries and complaints from visitors in the building and people calling on the phone.
- Coordinates with Team Leaders from Education and Facilities to ensure DSC delivers a high-quality guest experience to all visitors - includes reviewing scheduled groups and activities in the morning meeting.
- Directs Welcome Center staff to promote and sell memberships to visitors, specifically converting walk-in ticket buyers to members.
- Directs Welcome Center staff to promote birthday parties, special events, group sales packages, 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.
- Ensures that Visitor Services areas (Welcome Center, Store, Lobby, Coat Room, Café, Restrooms, etc.) are safe, clean, stocked, and well organized.
- Assists Visitor Services management with store operations. Monitors inventory levels, drafts purchase orders, and receives shipments. Replenishes store merchandise and organizes displays as necessary.
- Executes emergency plans by following all policies and procedures (Code Adam alerts, fire alarms, etc.).
- Processes confirmation letters and invoices for reservations office. Performs additional clerical duties to support sales and visitor service programs.

- Coordinates with Finance Department to ensure the transferring of deposits between departments.
- Assists Sales and Visitor Services Manager with fulfillment of membership card, renewal letter, etc.
- Assists in the execution of major Science Center special events by completing day of event assignments.
- Serves as a member of Public Programming Committee (PPC) and other Da Vinci Science Center cross department teams as assigned.
- Assists Reservation Department with collecting payments over the phone and processing payments as needed.
- 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 Coordinator. 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 Coordinator 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.

In accordance with the Vaccine Mandate Policy of the Da Vinci Discovery Center of Science and Technology, Inc., your employment is contingent upon providing proof of receiving a full course of a Covid-19 vaccination and, to the extent recommended by the FDA, receiving periodic booster shots.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the Visitor Services Coordinator 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.

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| CEO/Executive Director Approval: | | Date: | |
| Director/Manager Approval: | | Date: | |
| Employee Acknowledgement: | | Date: | |