



Job Title: Customer Service Associate

Date Position Opens:

Date Position Closes:

FLSA Status: Non-Exempt

Hours: Part-time- average may fluctuate from 8 to 32.0 hours per week including evenings, weekends and holidays.

SUMMARY

This position is responsible for handling customer transactions such as ticket sales for individuals and groups, answering questions and phone calls about services and programs offered by the Public Museum. Work is performed under the supervision of the Customer Service Manager or Floor Manager on duty and is ultimately accountable to the Director of Marketing, Communications and Customer Service.

RESPONSIBILITIES AND DUTIES include the following. Other duties may be assigned.

- Promptly greets all visitors in a friendly and courteous manner. Answers questions and volunteers information about services, facilities, programs and events taking place at the Museum.
- Sells tickets for admission, planetarium shows, carousel rides, parking ramp access, public program events, as well as other special programs and events using computerized and/or manual ticketing systems.
- Accurately makes change, verifies information on coupons and checks, processes charge card sales, verifies membership status, and gives tickets to visitors.
- Balance cash drawer at the end of the shift; notes and corrects errors in totals on designated forms.
- Takes tickets and operates carousel, enforcing guidelines for customer safety.
- Takes tickets for temporary exhibits at the entrance of Lacks Gallery.
- Sells merchandise in the Museum shop or at cart, kiosk or mingling with visitors at Museum events.
- Answers incoming mainline telephone calls in a polite and professional manner. Provides information and transfers callers to appropriate department.
- Sells and processes telephone ticket orders.
- Manages general Museum email, answering questions or referring to appropriate department.

- Works where assigned by Customer Service Manager or Floor Manager. A single shift may include different positions within the Museum.
- Markets, sells and processes new and renewed Museum memberships accurately and efficiently.
- Handles complaints graciously or refers the guest to the appropriate staff member. Reports customer feedback.
- Observes behavior of visitors in work area. Reports unusual or illegal activities to Security. Reports hazardous and unsanitary conditions to supervisor and the Director of Exhibits & Building Operations.
- Maintains a neat and safe workstation. Requests supplies and maintenance assistance through Floor Manager.
- Maintains supplies in brochure racks such as maps, brochures, flyers and other documents for visitor information.
- Assists various departments with clerical tasks such as photocopying, folding documents, stuffing envelopes and sorting data by ZIP codes.
- Delivers materials as requested.
- Attends meetings as directed.

WORKSKILLS: Strong people skills. Work and communicate effectively, remain calm in stressful situations, be a “team player” and arrive for work with a neat and appropriate appearance. Must be dependable, punctual, and possess a strong work ethic with a strong emphasis on customer service.

EXPERIENCE: Previous experience working with the public. 0.5 - 2 years of customer service experience in a front line situation.

QUALIFICATIONS: Ability to work tactfully and effectively and follow both oral and written instructions. Ability to effectively use and operate a cash register, cash box and computerized ticketing system. Valid Michigan Drivers License required.

EDUCATION: High School Diploma

PHYSICAL DEMANDS: Must be able to lift up to 20 lbs, stand and sit for long periods of time.

WORK ENVIRONMENT: Professional, business setting