

Visitor Services Administrative Assistant

The Visitor Services administrative assistant maintains the visitor services' desk as an ambassador of the Highfield Hall brand interacting with the general public and working alongside our hard working volunteers.

Responsibilities: Process museum admissions; sell memberships and programs; sell art work and gift gallery merchandise, welcome and assist visitors, trustees, donors, and vendors on the phone and in person; will provide administrative support for all related activities and projects.

Requirements: Proven administrative background with high level computer competency and data entry proficiency. Excellent interpersonal skills and comfort interacting with the public. Must be dependable and punctual. Knowledge of non-profit culture and/or museum experience, a plus.

Hours:

Tuesday – Friday from 9:30-4:30, and Saturday from 9:00-3:00 from mid-April to mid-December. In addition to regularly scheduled weekly hours, there may be an opportunity for additional hours.

The overall purpose of this position is to ensure that visitors to the Museum have a positive experience, and especially an efficient and pleasant interaction with staff and volunteers. The Visitor Services Administrative Assistant is responsible for the daily operation and administration of visitor services, including the admissions desk. This position is also responsible for preparing daily cash reports and overall management of the admissions software system. This person will be responsible for opening and closing the museum and assuring that both the house and grounds are in impeccable shape. This person must work closely with other operational departments to ensure good communication.

Essential Responsibilities:

1. Coordinate with Director of Visitor Services for the overall running of Visitor Services.

This includes greeting and welcoming visitors, answering questions, providing information about exhibits and programs, selling tickets, memberships, and catalogs.

2. Help to foster a team that provides excellent customer service to Museum visitors. Address and resolve visitor issues in a calm and efficient manner. Maintain a contingency plan and understand emergency preparedness procedures.

3. Prepare signs and marketing materials in a proficient manner ensuring that needs for special events and programs are clearly understood and appropriately met. Create and maintain signage through the interior and exterior of the building. Ensure that signage is accurate and helps inform and/or direct in order to maximize enjoyment.

4. Must communicate with the volunteers daily, updating them on current events and future events and troubleshooting when appropriate. Will maintain a daily visitation log that includes clear and understandable demographic data. Prepare and present information regarding the Museum's daily and

weekly events so that staff and volunteers understand and are able to communicate clearly and accurately to assist visitors. Track and report on the number of visitors to the Museum.

5. Maintain current working knowledge of the daily operations and maintenance requirements for the admissions and cash handling software system. Be responsible for all aspects of cash control, including preparation of all necessary cash reconciliation reports for the business office.

6. Prepare and present information regarding the Museum's daily and weekly events so that staff and volunteers understand and are able to communicate clearly and accurately to assist visitors.

7. Order and maintain supplies necessary for maintaining the visitor services functions, including office supplies, ticketing system supplies and visitor information.

8. Conduct and evaluate visitors' satisfaction surveys and provide written reports to management.

9. Compile and report on promotional redemption information for Marketing Department. Develop a method to track how the visitor's find Highfield Hall and where they reside.

10. Motivate Visitor Service volunteers to sell memberships and programs to increase revenue.

11. Assist with Event Management as needed, which could include helping with chairs and replenishing supplies.

14. Additional duties as assigned in support of the mission of the Museum.

Minimum Qualifications:

Education and experience: High school graduation required; college attendance and graduation preferred. Must be computer proficient in MS Word, PowerPoint, and EXCEL, with database experience a plus. Three years of experience in customer service management and a minimum of one year in a supervisory capacity required. Experience working in admissions and with ticketing systems is desirable. Sense of humor is a must!

Skills Required:

Working knowledge of personal computers and software. Strong communication and motivational skills; Excellent customer service skills. Solid organizational and problem-solving skills. Ability to prioritize tasks and work under pressure to meet scheduled and unexpected deadlines. Ability to work as a team player, exercise diplomacy and make independent decisions.