

National Cowboy & Western Heritage Museum, Oklahoma City, OK

Position Description

**Visitor Services Assistant
Part-Time**

Status:	Part-Time Hourly
Hours:	9:00am to 5:00pm
Days:	2 days per week, Monday and Friday
Pay:	\$10.00 per hour

POSITION SUMMARY

This position welcomes guests from around the world to the National Cowboy & Western Heritage Museum and serves as the face of our business. We are looking for a friendly, outgoing individual who genuinely enjoys being around people and who can manage multiple tasks at once. This position provides information in person, on the phone and by email about admission, hours of operation, exhibits and special events. The ideal candidate will have previous customer service experience and will understand the importance of responding quickly to guests' needs. If you have worked in a customer service environment before, we definitely want to talk to you.

ESSENTIAL RESPONSIBILITIES

Essential duties include the following. Other duties may be assigned.

- Verifies safe balancing record and maintain proper opening and closing procedures.
- Operates computer registers and credit card machines for admissions and prepares deposits and change orders.
- Sells Museum memberships and prepaid tickets.
- Enrolls the public and members for programs on-site, by phone, and online.
- Provides information and literature to guests and members regarding the National Cowboy and Western Heritage Museum and Oklahoma City.
- Asks, organizes, and maintains zip code entries.
- Compiles reports using visitor data.
- Conducts visitor surveys.
- Serves as hosts, public relations ambassadors, and as an extension of the education staff by offering and developing guides and activities that lead to richer and fuller participation.
- Must be able to work weekends, and some evenings during events and extended summer hours.

TO APPLY

Please submit a resume and three professional references to Manager of Human Resources, at hr@nationalcowboymuseum.org. No phone calls, please.