
Membership and Guest Services Sales Assistant I – Part Time

Hourly Rate: \$12.00	Hours: 9am – 5pm	Updated: 8.16.2023
Reports to: Membership and Guest Services Manager	Schedule: Varies	

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 and sells memberships. The ideal candidate will need to be able to connect with the guests and sell memberships, understand the benefits and different levels of membership.

ESSENTIAL RESPONSIBILITIES

Essential duties include the following.

- Learns and follows the opening and closing procedures with few errors.
- Operates computer registers and credit card machines for admissions and prepares deposits and change orders with few errors.
- Sell new memberships at a 1%-2% on each day worked as well as renew current memberships.
- Assist in calling and informing members about renewals and other items occurring at the Museum.
- Enrolls the guests and members for programs on-site, by phone, and online.
- Provides information and literature to guests and members about the Museum and other Oklahoma City attractions.
- Follows the Museum and Front Desk policy and procedures.
- Compiles reports using guest data.
- May conduct guest surveys.
- Must be able to work weekends, and some evenings during events and extended summer hours.
- Must be able to sit or stand for long periods at a time.
- Other duties as assigned.

Minimum Requirements:

2 years customer service

Ability to talk with guests and sell them memberships based on their needs.

Positive Attitude

Smiles when dealing with customers.

Remains calm when dealing with difficult situations.

MISSION STATEMENT

The National Cowboy & Western Heritage Museum preserves and interprets the evolving history and cultures of the American West for the education & enrichment of its diverse audiences of both adults and children.

National Cowboy & Western Heritage Museum, Oklahoma City, OK

To Apply: Please email HR@nationalcowboymuseum.org with resume and cover letter.