



Guest Experience Associate

Hourly rate \$15.00

Job Description

Reports to: Guest Experience Manager

FLSA status: Hourly/Non-exempt

The Delaware Museum of Nature & Science is proud to announce the opportunity for qualified Guest Experience Associates to join our fabulous team. The Museum is in the final phase of an exciting metamorphosis from the Delaware Museum of Natural History to the *now-named* Delaware Museum of Nature & Science that will re-open to the public in May 2022.

The Museum is focused on a service-centric culture toward our guests, including team members and a friendly, cohesive, collegial environment.

Summary:

- Under the supervision of the Guest Experience Manager, the Guest Experience Associate assists with the day-to-day operation of the Guest Experience Department.

Essential Functions

Guest Experience Operations:

- Uphold the highest quality of the guest experience through equitable, respectful interactions that meet the unique needs of each guest and team member
- Be conversant in the Museum's mission, exhibits, programs and guest experience service philosophy and practices to enhance the guest experience
- Uphold the highest quality of customer service to enhance the overall visitor experience by greeting and/or orienting visitors, processing admissions, driving membership and assisting with gift store sales (if needed), as well as any other customer service initiative
- Process daily attendance numbers including general admission, programs, events, rentals etc.
- Responsible for following cash handling procedures
- Assist with reception responsibilities including informing team members of guests and their appointments, directing calls to pertinent team members, and providing callers with Museum-related information
- Assist Guest Experience team members by periodically moving through all public areas to ensure quality guest experience and safety
- In the absence of senior Guest Experience team members, contact emergency services and/or complete incident reports in the event of guest or team member injury or illness
- Assist with facility rentals when needed

Minimum Qualifications:

- High school diploma or the equivalent; some college course-work preferred
- College juniors or seniors working towards a degree considered
- Customer service experience with a point of sale system

- Knowledge of or interest in science and/or museums a plus
- Excellent communication skills, including ability to relate to different age groups and educational levels
- Ability to lift and move objects weighing up to 20 lbs.
- First aid, CPR and AED certified or willingness to become certified

Schedule:

- This is a part-time position with variable hours up to 20 hours a week. Schedule to be determined in collaboration with the Guest Experience Manager to accommodate departmental staffing needs, evening, weekend special events and programs.

Other Functions:

- This job description is not designed to cover all functions, duties, activities or responsibilities that are required. Functions, duties, activities and responsibilities may change at any time with or without notice.

Qualified candidates are invited to email a cover letter and their resume to treed@delmns.org, fax to the attention of Terri Reed at 302-658-2610, or submit to Delaware Museum of Nature & Science, ATTN: Human Resources, P.O. Box 3937, Wilmington, Delaware 19807. This is an on-going available position and resumes will continue to be accepted.

The Delaware Museum of Nature & Science is an equal opportunity employer. We are committed to inclusivity and encourage all qualified candidates to apply.