

Job Title: Visitor Services Specialist (Part-Time)

Organization: Museum of the Southwest

Location: Midland, TX

Closing Date: Open until filled

Position Summary

Part-Time Position: 20 to 30 Hours per week

Reports to: Visitor Services Manager

POSITION SUMMARY: As a Visitor Services Specialist, you play a crucial role in creating a positive and engaging experience for our visitors. As the point of contact for guests at the museum, you are responsible for providing exceptional customer service, assisting with admission, and ensuring the overall satisfaction of our guests. Your friendly demeanor and enthusiasm for working with both children and adults will contribute to a welcoming and enjoyable environment for families and school groups.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greet guests in a friendly manner
- Provide excellent customer service, including providing campus-wide information utilizing weekly briefings
- Process admission transactions efficiently and accurately
- Monitor and manage crowd flow during peak times to ensure a safe and enjoyable experience for all visitors
- Implement museum policies to maintain a secure and orderly environment
- Help maintain the cleanliness and organization of the museum
- Provide orientation and assistance to group leaders upon arrival
- Assist in promoting special events, exhibitions, and educational programs
- Provide assistance as needed for special events and programs
- Other duties as assigned

QUALIFICATIONS:

- Weekend and seasonal availability required
- Ability to solve problems and resolve customer service issues
- Appropriate professional dress required
- Must be able to lift up to 25 pounds
- This position may require standing for extended periods
- Ability to work in a fast-paced and sometimes noisy environment

How To Apply: Please contact Gerenda Washburn at the Museum of the Southwest
gwashburn@museumsw.org