



GUEST SPECIALIST POSITION DESCRIPTION

Submit Resume and Cover letter to the Discovery Museum, 612 G Street, Suite 102, Eureka, CA 95501, or e-mail: director@discovery-museum.org

Organization Profile:

The Discovery Museum is a non-profit children's museum that offers interactive exhibits and thematic programs. Discovery Museum exhibits and programs promote hands-on, open-ended discovery in the areas of science, art, culture and technology. Our goal is to help youth expand their horizons and prepare for the future by fostering a passion for exploration and learning.

Position Objective:

The Discovery Museum Guest Specialist is an entry level position. The Guest Specialist will interact with Museum patrons to provide meaningful and positive experiences and help with educational programs for the children.

Job Duties/Responsibilities Include:

Interact with museum patrons

- Greet customers, explain Museum policies, guide and inform their Museum experience
- Inform Museum guests and the public about current programs and events
- Market Museum Memberships, Birthday Parties and Explore Store items to Museum guests and to telephone inquiries
- Meaningfully interact with children to introduce exhibit concepts. Inform parents/guardians of Museum events, activities or retail items that relate to exhibits
- Collaborate with Museum Director and staff to create and implement quality, age-appropriate programs and events.

Manage front counter

- Complete all sales transactions, schedule special event and birthday party reservations, answer and direct phone calls, and file associated paperwork

Maintain facility

- Maintain a clean and safe museum environment at all times

Position Requirements:

Desired Skills –

Excellent interpersonal abilities. Excellent telephone techniques. Must be able to prioritize workload and display good time management skills. Good customer relations skills. Ability to exercise good judgment. Ability to work independently. Effective problem identification and resolution capabilities. Ability to work in a diverse work setting. A strong team player.

Working Conditions –

This is a part time (5-20 hrs/wk) position with a schedule that requires availability afternoons, weekends and for special events and programs that may be during evening hours. Starting compensation is \$12.00 per hour.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required. The employer has the right to revise this job description at any time. The job description is not to be construed as a contract for employment. We are an equal opportunity employer.