



Guest Services Specialist

Summary: The Guest Services Specialist will be responsible for engaging with guests throughout the Museum to ensure a quality visitor experience for children and adults. The duties of the position include working inside the exhibits, teaching daily programs and covering some POS shifts in the Garden Café and Museum Store. This position has growth opportunities to advance to levels 2 & 3 with the additional duties noted below.

This is a part-time position approximately 20 – 29 hours per week. This position includes weekends and holidays. Guest Services Specialists are hired at Level 1.

Reports to: Visitor Services Manager

MAJOR DUTIES

Level 1: Visitor Engagement and/or Garden Café, Museum Store (start rate \$10.00/hour)

- Greets and engages with visitors in a welcoming, energetic, friendly and professional manner
- Dynamically interacts with visitors and exhibits positive energy while circulating in an assigned area
- Answers visitor's questions or refers them to the appropriate staff member
- Handles difficult situations in a professional manner and communicates with appropriate staff.
- Ability to understand, follow and stay current on museum procedures, policies and events
- Communicates any customer issues to the Manager on Duty for immediate attention and resolution
- Leads daily programs such as Pop-ups, Little Learners, Let's Get Active, Surprise Activity and Curious Kids activities on a regular basis, and/or other programs as assigned
- Maintains museum floor and exhibits, including light housekeeping duties in the exhibits to ensure they are clean and reset
- Ensure all exhibits are full of consumables and in good condition at the beginning of each day
 - Assists with the daily switch of exhibit items as assigned
- Processes payments through the POS at the Museum Store and/or Garden Café
- Restocks items in assigned area as needed during each assigned shift and communicates any inventory needs to Visitor Services Manager or Museum Store Coordinator
- Assists with general crowd control and provides visitors with directions and advice on areas to visit in the museum
- Light janitorial duties as needed or assigned

Level 2: Visitor Engagement, Garden Café, Museum Store (\$10.50/hour)

- All Level 1 duties
- Works at least one after hours event per month
- In addition to visitor engagement duties, must be able to work Garden Café and Museum Store fluently and proficiently.

Level 3: Guest Engagement, Garden Café, Museum Store and Welcome Center FLUENTLY (start rate \$11.00/hour)

- All Level 1 and 2 duties plus the following:
 - Works point of sale at the front desk Welcome Center and processes daily admission sales, museum memberships and payments for workshops, events or fee based activities
 - Provides information to the visitors regarding tours, classes, workshops, events and other programs or activities
- Authorized to assist with training of other Guest Services Associates



- Authorized to work in the Inventioneer's Lab
- Has the ability to cover as Visitor Services Coordinator as needed
 - Oversees daily switch of exhibit items; Tot Lot, Market/Farm, Everglades, Vet Clinic and World Cafe
 - Completes the daily cleaning of soiled items as assigned
 - Ensures all exhibits are reset properly for opening the following day
 - Ensures all Guest Services Associates take all breaks on time
 - Must be able to work one rotational weekend (Saturday and Sunday) as assigned by supervisor (finding replacement coverage if unavailable)
- Cover basic POS stations in the event of open shifts or call outs

General Qualifications

- High School Graduation or GED required, Bachelor's degree preferred
- Have energy, enthusiasm, positive team attitude and prior experience working with children and/or POS stations.
- Must be outgoing, self-motivated and enjoy working with visitors and people of all ages
- Must be able to work a flexible schedule including **weekends and holidays**
- Knowledge or data entry and ticketing/point of sale software is helpful
- Ability to work well with others and visitors, maintaining a professional manner using tact, initiative, good judgment and confidentiality
- Ability to react appropriately in a fast-paced environment and work independently with little supervision
- Ability to multitask and prioritize duties
- Excellent organizational skills, and oral and written communication skills
- Ability to bend, kneel and lift up to 35 pounds
- Ability to stand and walk around for extended periods of time (4 hour shifts)
- Bilingual not required but appreciated
- Must be fingerprinted and pass a background check. Employment is contingent upon results of background check.

Changing Levels

- A candidate must be at a level a minimum of 3 months before moving to a new level unless supervisor authorizes.
- In order to be certified in each level, the staff member must perform ALL duties of their current level at a high level of proficiency as evaluated by supervisor.
- Level advancement is initiated by staff member through obtaining a level advancement form.
- A limited number of positions may be open in any level at a given time. Promotion to the next level is not guaranteed.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

To Apply:

Please send cover letter, resume, three references and a completed job application to: hrjobs@cmon.org or mail to: HRJobs 15080 Livingston Road, Naples, FL 34109

No phone calls please

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