

## GENERAL INFORMATION

**Title:** Visitor Services Associate

**Classification:** Non-exempt

**Reports to:** Visitor Services Manager

**Salary Range:** \$12.00/hour - \$15.00/hour

## JOB DESCRIPTION

### **Summary/Objective**

Vizcaya Museum and Gardens is National Historic Landmark, accredited by the American Alliance of Museums that attracts more than 200,000 visitors each year. The museum welcomes Miami's local residents as well as visitors from all over the world.

Vizcaya seeks Visitor Services Associates to sell admission tickets for all audiences. Associates orient visitors to optional learning experiences (such as daily guided tours or programs) and resources (such as guide books or audio tours) to support visitors to develop a customized experience. Associates welcome and process group visits and tours for school students, college students and adults.

Visitor Services Associates work in a team environment and require excellent cash management, customer service and communication skills, along with a positive approach to service recovery. Associates perform clerical work and routine office tasks related to visitor operations.

Vizcaya is open 6-days each week (closed every Tuesday) and closed on Thanksgiving Day and Christmas Day. Associates must be available to regularly work on weekends and holidays, and to work evening programs as needed.

### **Essential Functions**

1. Operate a cash register through the museum's online Point of Sale system (Altru); sell tickets and memberships (through cash and credit card transactions) and issue receipts.
2. Open and close cash drawers and maintain an accurate cash drawer throughout each shift.
3. Attend and actively participate in daily shift meetings with supervisor and frontline team.
4. Assist visitors by providing information about learning experiences and resources, as well as general information about the museum and experience.
5. Sell memberships and provide basic information about the museum membership program.
6. Communicate with visitors clearly, professionally and positively to support the museum's standards for customer service.
7. Use decision-making skills to determine best solutions or actions for service recovery and follow museum procedures to elevate visitor complaints.
8. Document and record visitor complaints or opportunities to improve the visitor experience and proactively submit to supervisor.
9. Implement line or queue management procedures and solutions as needed and during peak volume periods.
10. Maintain a clean and organized work station and working environment.

11. Restock and record inventory for administrative supplies, resources and merchandise.
12. Answer telephone and respond to visitor inquiries relative to visitor operations or visiting the museum (for instance, general museum information, directions, operating hours, policies, procedures and restrictions).
13. Perform routine office tasks including, filing, office supply inventories, responding to email from museum staff and light data entry.
14. Perform additional visitor operations or admissions related work as required.

### **Competency or position requirements**

1. High school diploma or equivalent.
2. Must be 18 years or older.
3. Fluent in English; Bilingual English and Spanish preferred.
4. One year experience in customer service related work (museum, attraction, retail, education).
5. Maintain a professional, neat appearance, adhering to the museum's uniform policy and/or guidelines.
6. Ability to read, understand and apply basic technical instructions and materials.
7. Manage multiple tasks at one time and remain composed during peak volume periods.
8. Commitment to an inclusive, welcoming, and respectful environment for visitors, volunteers, and employees of diverse backgrounds and needs to support the museum's core values.

### **Work Environment/Physical Demands**

Visitor Services Associates work indoors and outdoors and in a team environment in small spaces.

### **Position Type/Expected Hours of Work**

Vizcaya is open 6-days each week (closed every Tuesday) and closed on Thanksgiving Day and Christmas Day. Associates must be available to regularly work on weekends and holidays, and to work evening programs as needed.

PT positions are generally 24 hours/week; FT positions are 40 hours/week.

### **JOB REQUIREMENTS (EDUCATION, EXPERIENCE, CERTIFICATION)**

#### **Education and Experience**

Required

1. High school diploma or equivalent.
2. Fluent in English;
3. One year experience in customer service related work (museum, attraction, retail, education).

Preferred

1. Bilingual English and Spanish preferred.

### **Certifications Required**

N/A

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **To apply**

Please submit a cover letter and resume to:

Wendy Wolf

Deputy Director, Learning and Community Engagement

[HRVizcaya@vizcaya.org](mailto:HRVizcaya@vizcaya.org)

### **EOE**

Vizcaya Museum and Gardens is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, national origin, pregnancy, age, disability, marital status, familial status, sexual orientation, gender identity or expression, status as a victim of domestic violence, dating violence or stalking, protected veteran status or other characteristics protected by law.