

## **GENERAL INFORMATION**

**Title:** Member Services Specialist

**Classification:** Non-Exempt

**Salary Range:** \$15.00 - \$18.00 hourly

**Reports to:** Director of Membership

**Date Created:** 11/18/19

## **JOB DESCRIPTION**

### **Summary/Objective**

The Member Services Specialist is a part time (approximately 15 hours) position responsible for visitor support and experience at the Vizcaya Village farmer market. This is a non-supervisory position reporting directly to the Director of Membership. The Visitor Support Specialist will be the visitor's first point of contact at the Vizcaya Village farmer market.

### **Supervisory Responsibility**

The Member Services Specialist is a non-supervisory position.

### **Essential Functions**

The Member Services Specialist will utilize their customer service skills to ensure a positive customer experience at the Vizcaya Village farmer market which will include:

- Visitor orientation and promotion of learning opportunities such as tours and programs as well as providing general information about experiencing the museum.
- Greeting of members and the public, offering excellent customer service and clear communication to all visitors
- Utilization of Altru to process membership sales
- Promotion and encouragement of membership purchases, including market membership discounts and any other member benefits
- Understanding of different Membership levels and related benefits to promote upgrades, new membership sales and renewals
- Scheduling of volunteers and serving as main lead
- Coordination of member sales, reporting, benefits usage to Membership Director
- Coordination of visitor orientation, data reporting, and learning initiatives with Visitor Services Manager
- Coordination with custodial and security staff
- Visitor data collection such as zip codes, purpose of visit, etc.
- Sell memberships and provide basic information about the museum membership program.
- Document and record visitor complaints or opportunities to improve the visitor experience and proactively submit to supervisor.

### **Competency or position requirements**

The Visitor Support Specialist requires knowledge and experience in visitor management and customer service along with a high school diploma or GED. The successful candidate will be:

- comfortable speaking to diverse groups of people; English / Spanish fluency preferred
- proactive in anticipating and troubleshooting program details
- capable of successfully communicating and understanding the different Membership levels
- proficient with basic computer skills
- One year experience in customer service related work (museum, attraction, retail, education).
- Maintain a professional, neat appearance, adhering to the museum's uniform policy and/or guidelines.
- Ability to read, understand and apply basic technical instructions and materials.
- Manage multiple tasks at one time and remain composed during peak volume periods.
- 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**

The employee will be able to carry up to 40 lbs. and work outside in varying climatic conditions that include excessive heat and humidity; and must be able to stand for long periods of time and safely traverse uneven surfaces.

Duties will require visitor interaction on a regular basis, and a standard code of conduct will be required.

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

This is a part time position, flexible during the week with mandatory Sunday hours from 730 - 3.

### **Travel**

No travel is required

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

#### **Education and Experience**

Experience in customer service is required

#### **Certifications Required**

No certifications are required for this position

#### **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 send a resume, cover letter, and three professional references to: [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.