



JOB TITLE: Visitor Experience Ambassador

REPORTS TO: Visitor Services, Store & Communications Manager

WAGE/HRS: \$17.50-\$20 hourly DOE, FT or PT Temporary Position, April – Sept.

APPLICATION DEADLINE: Friday, April 5 **MUSEUM HOURS:** 10-6 daily

The mission of the Pratt Museum is to strengthen relationships between people and place through stories relevant to Kachemak Bay. We fulfill our mission by facilitating engagement between community members and strengthening understandings of our shared place.

POSITION SUMMARY: The visitor experience at the **Pratt Museum** begins at the Admissions Desk, and this position is responsible for stewarding an outstanding guest experience for Museum visitors and members. The *Visitor Experience Ambassador* will provide an exemplary level of customer service for all visitors and is responsible for selling admissions and memberships, engaging with guests by offering information, handling questions and complaints, and monitoring guest compliance with Museum safety protocols.

MAJOR ACTIVITIES:

- ✚ Provide a friendly, welcoming environment for all visitors, including acknowledging and greeting every visitor, and project a positive image while serving as an ambassador for the Pratt Museum.
- ✚ **Admissions Desk** work includes but is not limited to selling admissions, selling or renewing memberships, collecting donations, responding to visitor inquiries in person or by phone, directing inquiries to appropriate staff, maintaining proper cashier operations by following policies & procedures, providing accurate daily record-keeping of admissions & sales, and light cleaning & dusting of Admissions Desk & in galleries.
- ✚ Maintain knowledge of exhibitions, programs and activities at the Museum. Ensure that the Museum's rules and safety protocols are followed by all guests. Follow procedures to open/close galleries & exhibits as scheduled.
- ✚ Provide excellent customer service in Museum Store and conduct retail sales as needed.
- ✚ Assist with special projects, special events and programs at the museum.
- ✚ Other duties as assigned.

REQUIREMENTS:

Must be willing and able to work weekends (Saturday and Sunday) and holidays.



Knowledge of:

- Excellent customer service
- Cash-handling procedures, computer technology, phone systems
- The mission of the Museum and its role in the community
- Homer and the surrounding area (*or willingness to learn*)

Ability to:

- Be friendly and accommodating when addressing visitors, members & Museum staff
- Conduct self and business in a professional manner
- Accurately and efficiently complete all sales transactions, cash accounting and reporting; open/close point-of-sale registers as needed in accordance with Museum procedures
- Work independently or as a team, communicate effectively, problem solve as needed
- Gain knowledge of and enthusiasm for the cultural and natural history of the region and a desire to communicate this to the general public

Qualifications:

- Must be a minimum of 16 years of age
- High-school diploma, GED, or equivalent preferred
- Two years of cash handling experience
- Two years of experience providing excellent customer service

EMPLOYEE EXPECTATIONS:

As a **Pratt Museum** employee, *Visitor Experience Ambassadors* will:

- ✚ Further the Museum's mission, values, vision, and core commitment to the visitor experience, community engagement, and institutional relevancy for the future.
- ✚ Contribute to a positive organizational culture based on mutual respect, a spirit of collegiality, cooperation, and openness to many perspectives.
- ✚ Support the **Pratt Museum's** commitment to diversity, inclusion, equity and access.
- ✚ Participate in a culture of ongoing learning, collaboration, innovation, creativity, and community engagement.

HOW TO APPLY:

Applications must be received by Friday, April 5, 2024. Please provide a **letter of interest**, **resume** and **two references** to *Visitor Services, Store & Communications Manager*, Whitney Harness, at wharness@prattmuseum.org.

Please note that a background check may be required for successful applicant.

