

### Visitor Services Associate

**Department:** Visitor Services  
**FLSA Status:** Non-exempt  
**Work Schedule:** Varying hours  
**Positions Supervised:** None

**Job Status:** Part-time  
**Reports to:** Visitor Services&Welcome Ctr Manager  
**Travel Required:** Less than 5%

#### Position Summary

A Visitor Services Associate provides the first impression and the last interaction for visiting guests. An associate maintains and ensures each visitor receives the highest level of customer service set forth by Museum practices and hospitality industry standards. This position plays a vital role curating a visitor's experience to GRAM or the greater Grand Rapids area by tentatively listening, expertly researching, and accurately communicating requested information exceeding a visitor's expectations. A Visitor Services Associate will also assist with various administration projects.

#### Essential Job Functions:

1. Provide excellent visitor services, including greeting, orientation, and personalizing the visitor experience; this includes efforts to work towards improving the visitor experience
2. Always present yourself and work environment in a professional manner
3. Process various transactions, collect payments, and manage cash handling responsibilities
4. Maintain efficient and effective flow of information with visitors and all Museum departments and community partners
5. Handle additional duties as needed by visitors, supervisor, and external department projects
6. Enthusiastically provide information on all Museum exhibitions, programs, city wide events, cultural organizations, accommodations, transportation, and any other information that provides the best possible experience to the museum and surrounding community
7. Regularly solicit memberships and work closely with the Membership Manager to remain knowledgeable regarding special promotions and changes
8. Monitor restricted items upon visitor entry
9. Remain knowledgeable on temporary exhibitions and artwork in the galleries and attend all mandatory department meetings/trainings.

#### Knowledge, Skills, and Abilities

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skills and/or ability required. Additional functions and requirements may be assigned by supervisors as deemed appropriate Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school education/G.E.D
  - Certified Tourism Ambassador (CTA) either current or willing to go through certification
  - Hospitality or Customer Service experience is necessary
  - Strong people and communication skills, including diplomacy and empathy
  - Ability to multi-task and remain organized, cooperative, and accurate
  - Enthusiasm to work as a team member and for the success of GRAM as a whole
  - Ability to remain calm and effective during high traffic times
  - Embraces technology, and is proficient in basic office software such as Microsoft Word and Excel
  - Spanish speaking a plus
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### **Physical Job Requirements**

While performing this job, the employee will be required to walk and stand 90% and sit 10%. Will be required to lift up to 20 pounds occasionally. Will do close work with a computer monitor and repetitive hand movement. Must be able to communicate verbally.

GRAM has a strong commitment to Diversity & Inclusion