



MUSEUMS of WESTERN COLORADO

CROSS ORCHARDS

DINOSAUR JOURNEY

MUSEUM of the WEST

Front Desk Associate

Part Time

The Museums of Western Colorado team is seeking a detail oriented person with a friendly, welcoming demeanor for a Front Desk Associate position! The Front Desk Associate can be scheduled at any one of the museum sites - Museum of the West, Dinosaur Journey, or Cross Orchards. The Associate must be available to work on Saturdays, and flexible for the rest of the week. Typical shifts are scheduled from 9:30 AM to 4:30 PM or 5:30 PM, depending on the hours of operation. Schedules are published at least 2 weeks ahead of time for all Front Desk Associates.

Front Desk Associates are the first point of contact with all visitors, processing admission sales, member check-in and membership purchases, and retail sales. Front Desk Associates also answer and return Museum phone calls, assist with data entry and filing, and complete administrative tasks as assigned, while maintaining the highest standards of friendly, helpful, and responsive visitor service.

The ideal candidate is an energetic, flexible team-player who thrives in a fast-paced and dynamic environment with a wide variety of job responsibilities and demands. This position reports to the Front Desk Lead.

Duties include, but are not limited to the following:

- Greet all visitors entering and leaving the Museum
- Check in members, visitors, and group visits
- Process point-of-sale transactions: non-member admission, membership and



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retail sales

- Accurately complete opening and closing cash drawer procedures; follow safe cash handling procedures
- Answer phones; check voicemail regularly and return calls in a timely manner
- Maintain clean lobby and desk
- Must be a team player, with the ability to communicate clearly with and support other team members
- Anticipate visitor needs and make proactive suggestions to facilitate a quality Museum experience
- Respond to visitors who may need assistance
- Communicate Museum rules and policies to guests clearly and respectfully; remind and enforce as necessary
- Provide professional, responsive service by being well-informed on what each of the different Museum departments offers
- Tidy and stock Museum shop
- Ensure lobby and entrance are free of trash, ice, and other hazards

Necessary qualifications & experience

- Professional or volunteer experience in a customer service environment required.
- Cash handling experience required.
- Demonstrate excellent skills in communicating with a diverse group of people
- Demonstrate accuracy & high attention to detail; ability to multi-task & problem-solve
- Ability to maintain professional behavior under pressure, in a sometimes crowded, noisy, fast-paced environment
- Must be punctual & dependable
- Basic math & computer skills required; experience with Microsoft Word & Excel preferred



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- Able to learn additional software programs as needed
- Must be able to work at least one weekend day, as well as holidays and school breaks when Museum is open

Physical Requirements

- Must be able to communicate clearly.
- Must be able to stand or sit for long periods of time.
- Ability to assist with tasks that require lifting and bending.

Job Type: Part-time

Pay: From \$14.81 per hour

Expected hours: 7 – 24 per week

Benefits:

- Employee discount
- Employee family museum membership
- Facilities rental discounts
- Flexible schedule
- Paid time off

Application Question(s):

- What days of the week are you able to work? Additionally, are you able to consistently work Saturdays?

License/Certification:

- Driver's License (Required)

Willingness to travel:

- Must be able to commute to museum sites for schedule shifts.

Work Location: In person