



Visitor Services Representative Visitor Services Team

Position Overview

The Visitor Services Representative is responsible for working as part of our Visitor Services Team that helps facilitating a fun, exciting, and educational experience for visitors. The Museum of the Rockies is seeking professional, responsible, mature Montana State University students to provide excellent customer service to museum patrons at MOR's Front Desk and Museum Store.

Position Responsibilities

Visitor Services Representatives will be trained to work at the Front Desk and Museum Store; all positions require extraordinary customer service skills, attention to detail, self-motivation & follow through.

Front Desk employees work to welcome & guide our visitor experiences through personal, positive & professional interactions at the desk. Responsibilities include:

- Providing excellent customer service to our patrons
- Actively searching out opportunities to support the guest experience & MOR offerings
- Cash handling & responsibility
- Opening & closing duties at the front desk
- Knowledge of Bozeman area offerings a must
- Other responsibilities as required.

Museum Store employees work to support retail sales of items in our store while providing superior customer service. Responsibilities include:

- Opening and closing the Museum Store
- Receiving and stocking inventory
- Lifting and moving boxes up to 50 pounds
- Merchandising products within the store
- Taking orders over the phone
- Regular cleaning/organizing of products and display shelves
- Working and organizing storeroom
- Learning/demonstrating product knowledge of merchandise carried within the Store
- Other responsibilities as required

Growth Opportunities

Potential to move to other positions within the Visitor Services team with job performance and experience over time. Positions could include: Planetarium operators, Storeroom & Children's Discovery Center shifts.

Work Qualifications

Individuals must be 18 years of age
Has First Aid and CPR certification *Preferred*
Customer Service or Retail Experience *Preferred*

Work Environment

Fast-paced position, that requires independence, self-motivation, and a love of interacting with others. This position requires working directly with the public including managing visitor interactions, actively searching out opportunities to interact & support our guests and helping to work as a team to manage the overall visitor experience with the museum.

Availability

Must be available to work shifts anywhere from 4-8 hours a day during business hours (9am – 4pm), with a minimum of 10 hours a week. Potential for up to 20 hours a week during the school year, with up to 40 hours a week available throughout the holiday & summer breaks. *Strongly preferred* that you be available during the holiday season and school breaks.

Please send a cover letter, resume and references to:

Daniel Good

Visitor Services Manager

Museum of the Rockies

daniel.good@montana.edu