Visitor Services and Museum Store Representative

**Summary of Position**
The Museum of the Rockies is hiring for the 2020 spring/summer season and is looking for professional, responsible, reliable, customer-service orientated students to work approximately 10-19 hours a week during the school year and up to 40 hours during summer months dependent upon performance and availability.

**Job Description**
Visitor Services Representatives will be trained to work in ALL of the jobs listed below; 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.
- 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.
- 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

Children's Discovery Center works as the Exhibit Host for the Explore Yellowstone Children's Discovery Center & is responsible for facilitating a safe, fun, exciting, and educational experience for visitors.
- Provide a safe, clean, and well-maintained space for children up to 8 years old
• Provide positive and enthusiastic customer service to all visitors
• Monitor visitor behavior ensuring safety at all times and enforcing risk management protocol
• Clean, organize, sanitize, and disinfect props, toys, and exhibit components
• Demonstrate a desire, commitment, and ability to work with children
• Facilitate educational programming as needed or required
• Demonstrate effective problem-solving skills, patience, and flexibility
• Other responsibilities as required

Planetarium operators have a unique role in the way the position requires one to employ excellent customer service skills, plus basic technical and astronomy knowledge in order to provide guests with an excellent experience in the Taylor Planetarium.

• Provide positive and enthusiastic customer service to all visitors
• Record visitor use of the Taylor Planetarium
• Other responsibilities as required

Museum of the Rockies is open 9am-5pm during Winter hours, and 8am - 6pm from May 25th until September 7th for Summer season.

Potential for year-round employment based on performance and availability for the candidates who fulfill the following job requirements. Successful candidates will have a diverse knowledge-base of Bozeman and the surrounding area.

Qualifications
• Candidates must be available a minimum of five days a week, to include weekends and some evening shifts.
• The preferred candidates will show initiative and enthusiasm to cross-train to work at the Front Desk, Museum Store, Martin Children's Discovery Center, with potential to expand into operating shows in the Taylor Planetarium.
• The preferred candidates will have extraordinary customer service skills, accurate cash-handling skills, and will thrive in a high-energy, Guest-First work environment and be a team player.
• The successful candidates will possess the following skills: professional demeanor, ability to multitask, excellent interpersonal & communication skills, self-motivation and problem-solving techniques as this job requires patience, flexibility, reliability, and a passion for customer service.

Physical Demands
Must be able to sit or stand for long periods of time as well as bending, kneeling, and lifting up to 50 pounds.

Availability
Must be available 3-5 days a week during school year and 5 days a week in summer season, including weekends with some evenings.
Wage
Starting at $10.30 per hour.

Application Instructions
Please visit our website at museumoftherockies.org and familiarize yourself with our Mission on our About MOR page.

Please submit your current resume and cover letter to Dan Good at daniel.good@montana.edu.

Please no phone calls or drop-ins.

Work Study
These positions are available for work study.