

## **American Sign Museum**

### **Job Description: Guest Services Associate**

The American Sign Museum (ASM) is looking for motivated individuals to join our Front Desk team. The part-time Guest Service Associate will have the responsibility of greeting visitors and tour groups, selling tickets & memberships, answering telephones, balancing daily deposits, and keeping current on museum events. This role is responsible for ensuring visitors are alerted to all the tools needed for a successful visit. The Guest Service Associate is also responsible for helping to reach the ASM's hospitality goal of providing top of class service.

Time commitment: a minimum of 10 hours a week. General work hours are Friday-Saturday 10am-4pm and Sunday 12-4pm. Some evening hours may be available to support private and public events.

Compensation: \$15 per hour

Reports To: Guest Services Manager

Job responsibilities include, but are not limited to, the following:

- Demonstrate an ability to engage with all guests from a wide range of backgrounds, providing the highest quality customer service.
- Represent ASM professionally in presentation through dress, written and verbal communication.
- Ensure the lobbies and restrooms are clean and orderly.
- Answer a wide variety of visitor's questions in-person and over the phone.
- Monitor guest activity to ensure safety, adhering to ASM policies
- Ensure back-of-house activities are operated with excellence and attention to detail with team goals in mind.
- Ensure integrity of daily balancing and handling of all payments, as well as maintaining the confidentiality of all sensitive information.
- Other duties as assigned.

Qualifications:

- Self-motivated and able to work as a team player
- Excellent communication skills
- Excellent customer service skills
- Ability to work with a diverse audience
- Strong attention to detail
- Excellent data entry skills with experience in database systems preferred

Benefits:

- Free admission to the Museum and select programs
- Connection to professionals in the museum field
- Connection to professionals in the sign industry
- Free parking

To apply, please send a resume and two (2) references to Jesse Sandman at [jsandman@americansignmuseum.org](mailto:jsandman@americansignmuseum.org).

The American Sign Museum is an Equal Opportunity Employer and complies with the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1976, the Americans with Disabilities Act of 1990, and other applicable employment laws. The ASM does not discriminate against employees or applicants for employment on the basis of an individual's race, color, gender, religion, creed, sexual orientation, national origin, ancestry, age,

disability, marital status, veteran status, or any other status protected by applicable law. This policy applies to all terms, conditions, and privileges of employment, including recruitment, hiring, training, placement, compensation, promotion, discipline, and termination.