



## **Job Description**

### **Visitor Experience Assistant**

Supervised by: Visitor Experience Coordinator  
Reports to: Visitor Experience Coordinator  
FLSA Status: Non-Exempt

#### **SUMMARY**

Under the supervision of the Visitor Experience Coordinator, Visitor Experience Assistant is a part-time position responsible for delivering a world-class museum experience to more than 250,000 museum visitors annually. Visitor Experience Assistants are responsible for fulfilling an array of job functions in a friendly, positive manner, including welcoming and orienting visitors; crowd/access control and queue management; selling products, memberships, and event tickets; providing visitor information and wayfinding assistance; administering and orienting visitors to the Museum's mobile app tours; and providing customer service support by telephone. The Visitor Experience Assistant also plays a key role in implementing the museum's data-driven focus on audience engagement.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Complete daily visitor experience and installation set up and strikes including AV equipment and signage.
- Greet visitors, answer questions, and assist with backpack and water bottle collection.
- Greet school tours, liaison with volunteer docents and Education department regarding tours and programs.
- Monitor and assist visitors in the museum gift shop and ring up sales.
- Organize, clean, and restock gift shop as necessary.
- Liaison with guards regarding security issues.
- Maintain supply of promotional materials including flyers, membership brochures and lecture and trip postcards in the museum's public spaces.
- Screen telephone calls and respond promptly, refer inquiries to staff on incoming correspondence as appropriate.
- Facilitate security procedures for visitor sign in and identification.
- Monitor outdoor facilities, sweeping and cleaning per schedule and as needed.
- Provide timely communication with administrative office regarding tours, docents, donors and any security issues.
- Liaison between museum and administrative staff on issues related to visitor services, docents, Balboa Park information.
- Document visitor feedback, questions and suggestions.
- Assists in setting and striking of furniture and equipment for special events.
- Reports any deficiencies of equipment or facilities to operations management.
- All other duties as assigned.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the job.

## **ABILITIES**

- Ability to pass a complete background check investigation.
- Ability to stand, walk, and/or sit for extremely long periods of time.
- Ability to lift and/or move up to 50 pounds.
- Ability to carry heavy furniture or equipment for short distances.
- Ability to carry backpacks and large purses.
- Ability to use both arms and legs to lift, carry, push, hold objects in both hands, throw objects overhand, suspend objects overhead.
- Ability to work a flexible schedule during periods of high visitor engagement, which may include night and weekend hours as needed for special events.
- Ability to represent the Timken mission and brand to the highest standards
- Neat appearance and good interpersonal skills, including commitment to guest services and ability to work with visitors from all over the world.
- Excellent written and verbal communications skills and a team player.
- Detail oriented, good organizational skills, flexible and able to multitask.
- Able to follow directions and work independently.
- Clear handwriting, basic math skills, ability to make change, operate a cash register, calculator, credit card machine, and telephone.
- Clear diction and acute hearing are necessary for effective communication with co-workers, the public, by telephone and in person.
- Corrected vision close to 20/20 is necessary to perform the job.

## **EDUCATION/TRAINING**

- Bachelor's degree preferred, but not required
- Knowledge of Excel, MS Word, and other basic office software.

## **EXPERIENCE**

- Two years of successful nonprofit experience, preferably in a museum/cultural institution.
- Experience working with volunteers preferred.
- Experience in retail, sales, visual merchandising strongly preferred.

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Signature

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Date

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Name