



**Human Resources
@ The Works**

The Works: Ohio Center for History, Art & Technology is seeking a Guest Services Team Member (Part-time)

We enrich people's lives by providing interactive opportunities that inspire creativity and learning.

Guest Services Team Member (Part-time)

The Guest Services team promotes museum amenities and programs and provides outstanding customer service to all guests. This is a part time (20 hours per week) hourly position. This position will be scheduled weekdays and some Saturdays and evenings.

Position Objectives:

- Greet and welcome guests to The Works.
- Assist with admissions, membership, gift shop sales and general information at The Works complex.
- Operate software for admissions and gift shop purchases, verifying cash each morning and/or balancing cash register at the end of the day.
- Answer phone and direct calls to staff as requested.
- Perform basic office tasks of filing, copying, and mailing.
- Assist visitors with Birthday Party preparation and special needs. Periodically check on party for any additional party needs.
- Facility/room rental and after hour event preparation and assistance.
- Process and produce donation requests.

Qualifications & Essential Skills

- Previous guest services or customer service experience
- High School Diploma
- MS Office Suite, basic office equipment operations
- Accurate, detail-orientated

Essential Competencies

- Technical Capacity
- Personal Effectiveness/Credibility
- Collaboration Skills
- Communication Proficiency
- Flexibility

The Works is an equal opportunity employer. Submit cover letter, resume, three references, to Janice LoRaso, Managing Director, The Works, 55 South 1st Street Newark, Ohio 43055, or janiceloraso@attheworks.org. No phone inquiries please.