



Human Resources @ The Works

The Works: Ohio Center for History, Art & Technology is seeking a **Guest Services Team Member (Flexible/Part-time)**. We are growing our Guest Services Team and are looking for an energetic, well-organized, and customer-oriented individual to join the team.

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

Guest Services Team Member: The Guest Services team provides outstanding customer service to all guests while promoting museum amenities, services and programs. This forward facing position is responsible for the overall visitor experience at The Works through the management of admissions, sales and information.

This is a flexibly scheduled, part-time (average 20 hours per week) hourly position with occasional evening hours. Saturday availability is required.

Reports To: Guest Services & Museum Operations Manager

Primary Responsibilities:

- Create a welcoming atmosphere when greeting visitors to the museum, ensuring courteous, informative and timely admission/interaction.
- Operate all aspects of the point-of-sale system, including admissions, memberships, gift shop sales and opening/closing registers.
- Provide up to date information about membership, programs, and events to museum guests.
- Provide feedback to museum staff and volunteers to ensure the best possible guest experience.
- Basic office responsibilities, including addressing/directing phone calls, assisting with filing and copying, ensuring that the Front Desk and Gear Shop areas are clean and organized at all times.
- Prepare contracts and communication for all museum programs and rentals, including school field trips, community programs, birthday parties and facility rentals. Provide customer support during programs and rentals, which may include after-hours events.

Knowledge, Skills, and Experiences

- Previous guest services or customer relations experience, experienced with point-of-sale systems
- Proficient in Microsoft Outlook & Office Suite and standard office equipment operations
- Must work well in a dynamic and collaborative team environment, be flexible and organized, skilled in project management, able to multitask in a fast-paced environment, and possess outstanding written and verbal communication skills
- High School Diploma or equivalent
- Familiarity with non-profits and/or informal learning organizations is a plus!

Essential Competencies

- Excellent communication and collaboration
- Personal accountability/credibility
- Highly organized and detail oriented
- Courteous, friendly and upbeat attitude

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