The Works is seeking enthusiastic Guest Services professionals to join our team in providing exceptional customer service and enhancing the museum experience for all guests!

Our mission is to inspire creativity and wonder through extraordinary experiences. We envision a community that shares knowledge and builds opportunity by connecting education, industry, and the world around us.

The Works is an interactive museum where people of all ages can be inspired by the history, science, technology, and artistic accomplishments of our community. We want to spark curiosity, stimulate the imagination, and enrich understanding of the world through our exhibits, programs, and events.

Are you looking for an opportunity to be a part of a team that builds opportunity in our community? Are you passionate about experiences that inspire creativity and wonder for all ages? If so, you may be just the person we need!

We believe that the only way we are successful is with the right team and that every member of our team helps us to achieve our goals. We are always seeking dynamic individuals who are passionate about our mission! For this position, we are looking for solution-oriented individuals with excellent communication skills who thrive in a team-centered environment.

To learn more about this position and see if you meet the requirements, see the full job description below. The Works is an equal opportunity employer.

**Position:** Guest Services Associate

**Classification:** This is a non-exempt, hourly position. Part time, full time, and seasonal opportunities available!

Successful candidates must be available to work during museum business hours (8:30 AM – 4:30 PM), Tuesday – Saturday, with some evening and weekend hours required to support programs and events at The Works.

**Hourly Rate:** Starting at $17.00/hour

**Organizational Structure:** Reports to the Guest Services & Membership Manager.

**Position Summary:** Guest Services Associates enhance the guest experience through exceptional customer service, knowledgeable promotion of museum programs and amenities, efficient processing of transactions, and responsible execution of opening/closing procedures.
Essential Duties:

- Enhance guest experience through exceptional customer service and thoughtful communication when greeting visitors to the museum, ensuring a welcoming, courteous, informative, and timely admission/interaction.
- Assist guests with admission, membership, gift shop sales, and other transactions.
- Operate point of sale software for all transactions and verify cash drawer balances each morning/close of day.
- Clearly and accurately communicate information on museum programs and amenities.
- Assist with scheduling, communication, contracts, and invoices for all reservations, including school field trips, community programs, and facility rentals.
- Provide customer support during programs and rentals, which may include after-hours events.
- Perform a variety of essential guest service duties including answering and directing telephone calls, assisting with filing, coping, and mailing, ensuring that the guest facing areas are clean and organized.
- Build customer relations by providing a personalized service experience during every interaction through reflective and active listening, addressing the customer’s needs, providing accurate information and assistance, and presenting a professional image for the museum.
- Responsible for resolving non-complex concerns to ensure guest retention and satisfaction. Act as a guest advocate by providing guest feedback to appropriate staff.
- Work in the spirit of The Works team environment to support other staff and provide support for programs, activities, and other duties as needed.

Qualifications:

- High School Diploma or equivalent
- Friendly, personable demeanor, able to interact with a diverse audience and build relationships with guests.
- Excellent communication skills, accurate and detail oriented, highly resourceful and flexible.
- Prior customer service or retail experience desired, understanding of point-of-sale systems, experience working with a cash register and cash handling.
- Must be proficient with Google applications and Microsoft Office Suite. Comfortable with exploring and learning new technologies.
- Team player with a focus on representing The Work’s Mission, Vision, and Values at all times.

Submit cover letter, resume and two letters of reference to Janice LoRaso, Executive Director, The Works, 55 S 1st Street, Newark, OH, 43055, or janiceloraso@attheworks.org. No phone inquiries please.