

Job Description

## VISITOR SERVICES ASSISTANT



Classification:	Non-exempt, part-time, hourly
Work Schedule:	Varies, 25 hours per week Tuesday-Saturday, 9 a.m. – 5 p.m. Some evenings required
Compensation:	\$10-12 per hour, paid bi-weekly, depending on qualifications
Reports to:	Executive Director
Job Purpose:	To promote The Printing Museum's mission by providing a quality experience for visitors through hospitality, museum cleanliness, implementation of museum policies and customer service. In all respects, the Visitor Services Assistant is responsible for providing consistent excellent customer service to a variety of visitors to ensure a positive museum experience.
Duties:	<p>Visitor Services. Serve as the first point of contact with visitors. Responsibilities include greeting visitors, answering phones, responding to general inquiries, and other related tasks as assigned. Coordinate the registration process for workshops and schedule guided tours. Give guided tours, as needed.</p> <p>Reporting. Generates detailed monthly attendance reports as well as compiles visitor evaluation and feedback data.</p> <p>Revenue. Assist the Executive Director in the management of the Museum Gift Shop to include ringing sales, reconciling daily sales, assisting with inventory control, recommending new sale items, merchandising, and training and supervising volunteers in the Gift Shop.</p> <p>Maintenance. Maintain the general cleanliness of all public areas, including entry foyer, hallways and restrooms.</p> <p>Marketing. Assist with social media and email marketing.</p> <p>Planning. Assist museum staff with the planning and execution of all public programs and special events.</p>

**Qualifications:** High school diploma required. Associate's degree or equivalent college hours preferred. Retail or related customer service work experience. Excellent oral, written, and interpersonal communication skills. Excellent organizational skills. Professional presence. Solid computer skills, including demonstrated experience with social media. Ability to work some weekends, holidays and special event hours. Must have a Texas Driver's License, and be able to lift 40 pounds.

To apply, email your cover letter and resume to Mark Osborne, Executive Director, at [mosborne@printingmuseum.org](mailto:mosborne@printingmuseum.org). Please no phone calls. Position open until filled.

The Museum of Printing History dba The Printing Museum is an equal opportunity employer.