



Sparking wonder and curiosity about our world through hands-on science experiences

Come join our front-line customer service team! In the absence of area management, the 28 hour per week **Lead Visitor Experience Associate** is responsible for supervising the Visitor Services area, authorizing override codes for any ticket counter or store issues, verifying end-of-day deposits and being available throughout operating hours to handle visitor services area issues. This position will liaise with other departments within McWane Science Center to ensure proper communication of Visitor Services-related issues, concerns, systems or procedures.

The Lead Visitor Experience Associate will also be an enthusiastic and knowledgeable first impression of McWane Science Center and will assist visitors, including group leaders, in planning their trips with accurate information about all exhibits, events, IMAX films, memberships and other activities and resolve any issues with a positive and polite attitude.

McWane Science Center is open to the public Wednesday through Friday from 9AM until 5PM; Saturday from 10AM until 5PM and Sunday from 12PM until 5PM. Always off Mondays and Tuesdays!

Accountabilities and Major Duties

1. Supervise Visitor Services staff in the absence of area management.
2. Authority to issue any refunds/exemptions.
3. Greet, inform and respond to all customers with sincerity and positivity.
4. Maintain departmental communication, providing confirmation of policies and procedures and assisting with training on new/updated procedures.
5. Understand and be able to communicate clearly to customers all vital information regarding memberships, programs, exhibits, events, IMAX films, and other McWane Science Center activities and areas.
6. Greet, check-in, and otherwise assist all groups with any questions, scheduling, or other issues.
7. Accurately process cash and credit card transactions and maintain a balanced cash drawer.
8. Daily balancing of safes at opening and closing, handling change orders, verifying final totals of the day for all drawers and handling end-of-day deposits/paperwork/reports in the absence of area management.
9. Provide friendly, professional service for any customer service needs and resolve or assist in the resolution of any issues.
10. Assist in maintaining cleanliness and neat visual presentation of all front-of-house spaces including the merchandising of products.
11. Assist with product check-in and established inventory procedures.
12. Act responsibly and dutifully in the absence of area management using keys and codes properly and reporting internal and external issues and concerns.
13. Suggest and sell memberships and other programs in order to meet the visitor needs and interests.
14. Assist with Field Trips, as assigned.
15. Will be given additional weekly duties at Ticketing as assigned by the Manager of Visitor Experience.

Minimum Qualifications

1. High School diploma or equivalent.
2. Working weekends is required. One weekend off per month when requested.
3. Excellent customer service skills.
4. Strong communication and interpersonal skills.
5. 1+ year cash handling experience.
6. 1+ year customer service experience.
7. Point of Sale computer experience.
8. Demonstrated ability to count down and balance a cash drawer.

9. Capable of working in fast paced environment with distractions.
10. Computer skills.
11. Must be at least 18 years of age.

Minimum Physical Qualifications

1. Ability to sit/stand for extended periods of time without being able to leave the work area.
2. Ability to perform work using a computer for extended periods of time.
3. Ability to operate a computer and register.
4. Visual and hearing acuity.
5. Ability to climb a stepladder to merchandise or retrieve products.
6. Ability to push and pull up to 50 lbs.; ability to lift up to 25 lbs.

Benefits include FREE membership and IMAX Theater screenings; discounts in our gift shop, IMAX theater and food service; on-site parking and the option to participate in our 403(b) retirement savings plan including company match. McWane Science Center is closed on New Year's Day, Easter, Thanksgiving Day, Christmas Eve and Christmas Day.

Please forward letter of interest, resume and rate of pay requirements to McWane Science Center Human Resources at HR@mcwane.org www.mcwane.org. EOE.