



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

Position Title: Guest Experience Associate

McWane Science Center counts on the Guest Experience Associate to support the daily operations of the ticketing counter and gift shop by providing excellent customer service while assisting guests with sales and information.

This 28 hour per week position will generally be scheduled between 8:30AM and 5:30PM Monday through Friday and between 12:00PM and 5:30PM on Sundays.

Accountabilities and Major Duties

1. Greet, inform and respond to all guests with sincerity, enthusiasm and positivity.
2. Provide friendly, professional service for any customer service need and resolve or assist in the resolution of any issues with a positive attitude.
3. Understand and be able to communicate clearly to guests all vital information regarding pricing, programs, exhibits, events, IMAX films and other McWane Science Center activities and areas.
4. Suggest and sell memberships, IMAX films and other programs.
5. Complete all guest transactions accurately and in a timely manner while maintaining a balanced cash drawer.
6. Follow all opening/closing procedures as directed by supervisory staff.
7. Assist in maintaining cleanliness and neat visual presentation of all front-of-house spaces including the merchandising of products.
8. Assist with product check-in and established inventory procedures.
9. Maintain a high level of professionalism in performing assigned duties and tasks in representing McWane Science Center.
10. Greet, check-in, and otherwise assist all groups with any questions, scheduling, or other issues.
11. Assist with Field Trips, as assigned.

Minimum Qualifications

1. High School diploma or equivalent.
2. Flexible working hours and days throughout the 7-day week including holidays.
3. Excellent customer service skills including strong communication and interpersonal skills.
4. Pleasant, outgoing personality.
5. Legible handwriting.
6. 1+ year cash-handling experience including the ability to count down and balance a cash drawer.
7. 1+ year customer service experience.
8. Point of Sale computer experience.
9. Capable of working in a fast-paced environment with distractions.
10. Working knowledge of computers.
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 100 lbs.
7. Ability to lift up to 50 lbs.

Benefits include FREE membership and IMAX Dome Theater screenings; discounts in our gift shop, camp program, IMAX theater and food service; 403(b) retirement savings plan including company match; and on-site parking.

We look forward to hearing from you!