



Museum of Science & History  
JACKSONVILLE • FLORIDA

1025 Museum Circle • Jacksonville, FL 32207 • (904) 396-6674 • www.themosh.org

## **GUEST RELATIONS REPRESENTATIVE POSITION DESCRIPTION**

**DEPARTMENT:** GUEST RELATIONS  
**IMMEDIATE SUPERVISOR:** Associate Director of Visitor Experience & Associate Director of Operations  
**STATUS:** NON-EXEMPT/ PART-TIME  
**HOURS:** 8-24 HRS. / WEEK

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### **POSITION PURPOSE:**

The Guest Relations Representative is responsible for providing assistance and information to Museum visitors and staff, and processing admissions; school, group and program fees. Providing customer service to visitors, monitoring Museum appearance and supporting other Museum departments.

### **DUTIES AND RESPONSIBILITIES:**

#### ***Front Desk:***

- Greets the public, briefly orientating visitors to the Museum, programs and events;
- Processes admissions and any fees for programs, memberships and events through Altru. Cash handling involves all tenders and must be handled accurately and balance to zero at end of shift;
- Outlines Museum activities, provides orientation information about the galleries, and provide directional services (e.g., bathroom, public telephone, taxi, food service, etc.);
- Answers the Museum's central telephone lines promptly, answer inquiries courteously, and direct callers to appropriate staff offices and individuals as needed;
- Observes individuals entering the Museum entrance and report any irregularities to Facilities;
- Actively promotes and sells annual memberships to patrons visiting the museum, answering questions and providing detailed descriptions on benefits of becoming an annual member.
- Assists visitors to obtain parking and ensure that they park in designate spots;
- Responds to emergency needs by monitoring status of facilities and taking steps to reduce or eliminate personal risk to visitors, in accordance with Visitor Services training;
- Reports all emergency situations to appropriate management staff or authorities;
- Assists with clerical duties, which may be performed at the Front Desk for other Museum departments, as assigned from Guest Relations Manager or Retail Manager;
- Assists in the operation of the Museum Gift Shop, as needed;
- Performs other related duties as required.

**Store:**

- Processes all customer transactions as they occur. Ensure that all procedures are quick and accurate. Balance to zero at the completion of each shift;
- Initiates and completes sales transactions with visitors. This includes greet each customer, suggestive selling, cash, checks, and credit card transactions and thanking the guest;
- Ensures that the Museum store is neat and orderly at all times;
- Becomes familiar with and understand features and benefits of Museum store products in order to sell them and answer customer questions;
- Participates in annual physical inventory and routine cycle counts;
- Ensures that all displays and supplies are well stocked at all times. Advise Museum Store Manager and Lead Associate when products are running low to ensure that merchandise is reordered in a timely manner;
- Restocks any items immediately after school groups or other visitors;
- Performs other related duties as required.

**Planetarium Kiosk**

- Greets the public, briefly orientating visitors to the planetarium, its programs and events;
- Learns content and is familiar with all shows and show times offered in the planetarium;
- Processes ticket transactions for programs. Cash handling involves all tenders and must be handled accurately and balance to zero at end of shift;
- Ensures that the Planetarium Kiosk is neat and orderly at all times;
- Greets and ushers visitors into the Bryan Gooding Planetarium before shows;
- Acts as a presence in the second floor traveling exhibit space by assisting visitors, maintaining cleanliness and ensuring the safekeeping of exhibit components;
- Scans in tickets for Planetarium shows.

**QUALIFICATIONS:**

To be successful, an individual must be able to perform each job duty satisfactorily.

**EDUCATION AND EXPERIENCE**

High school graduation preferred. Experience in customer service and cash handling required.

**SKILLS AND ABILITIES**

- Excellent customer service skills
- Familiarity with computer systems, point-of-sale systems
- Cash handling expertise
- Strong communication skills; verbal and written
- Solid organizational and problem-solving skills
- Must be able to stand for extended periods
- Ability to work as a team player

**TIME COMMITMENTS:**

Schedules vary based on the needs of the Museum. Typically this position will be scheduled between 15-24 hours which may include normal business hours as well as after hour special events and functions.

**DISCLAIMER:**

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

**Equal Employment Opportunity:**

MOSH provides equal employment opportunities for all applicants and employees. We do not unlawfully discriminate on the basis of race, color, creed, ancestry, medical condition, religion, sex, national origin, age, disability, veteran status, marital status, sexual preference or any other basis prohibited by federal or state law or local ordinance applicable to our work locations. We also make reasonable accommodations for disabled employees if we are aware of the need for accommodation and if the requested accommodation does not cause undue hardship as interpreted from the ADA/ADAAA.

This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs. Finally, we prohibit the harassment of any individual.

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**ACKNOWLEDGMENT**

I have read and understand the above job description. If the description is altered, I will be presented with an updated copy to sign which I will keep a copy and one copy will go into my personnel file.

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Employee (Print Name)

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Date

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Employee (Signature)