



Job Description

Position Title: VISITOR SERVICES REPRESENTATIVE
Exempt/Non-Exempt: NON-EXEMPT
Job Type: PART-TIME
Reports to: VISITOR EXPERIENCE MANAGER

General Position Summary:

We are seeking a passionate and friendly face to join our team as a Visitor Services Representative. In this role, you will be responsible for providing exceptional customer service by greeting visitors, answering inquiries about museum exhibits, events, and gift shop items. Your main goal will be to efficiently facilitate sales and transactions while ensuring a pleasant and memorable experience for our guests.

Essential Duties and Responsibilities

- Manage incoming phone calls and provide accurate information about museum exhibits, events, and gift shop items.
- Greet visitors, providing a warm and welcoming atmosphere.
- Assist visitors with inquiries, offering information and recommendations to enhance their experience.
- Efficiently process reservations for tours, special events, and other museum and park activities.
- Handle sales transactions in the museum gift shop, using a point-of-sale system to process payments and provide receipts.
- Maintain a clean and organized gift shop area, ensuring merchandise is properly displayed and stocked.
- Handle admission sales for museum and tower entry using a point-of-sale system to process payments.
- Collaborate with colleagues to ensure smooth operations and effective communication across all departments.
- Handle customer complaints or concerns with patience and professionalism aiming to resolve issues and maintain customer satisfaction.
- Contribute to a positive and friendly work environment by fostering strong relationships with colleagues and exhibiting a team-oriented mindset.



Qualifications

- Previous experience in customer service or retail sales preferred.
 - Excellent communication skills, both verbal and written, with the ability to engage with diverse individuals. Bilingual in Spanish or another language a plus.
 - Strong organizational skills and attention to detail, ensuring accurate record-keeping and efficient transaction processing.
 - Proficiency in using computers, including point-of-sale systems and Microsoft Office applications.
 - Friendly and outgoing personality with a genuine desire to help and assist visitors.
 - Knowledge and passion for history, Birmingham, or cultural exhibits is a plus.
 - Flexibility to work weekends, evenings, and holidays as required.
 - Able to work outside in cold and hot weather conditions.
 - All other duties as assigned.
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Pay: From \$12.25 per hour

Expected hours: 20 – 30 per week

Benefits:

- Employee discount
- Flexible schedule

Schedule:

- Day shift
- Evening shift
- Night shift

Work Location: In person

How To Apply:

Email your resume for consideration to afike@visitvulcan.com