

Job Title: Guest Services Associate

Reports To: Guest Services Manager

Job Status: Part time, non-exempt or Work study for 10 to 20 hours a week

The John P. McGovern Museum of Health & Medical Science, also known as The Health Museum, is Houston's most interactive science learning center and a member institution of the world-renowned Texas Medical Center. Located in The Museum District, The Health Museum encourages growing interest and regard for healthier lifestyles, fitness and good physical, mental and spiritual health. The Museum treasures Houston's diverse population and welcomes individuals of all backgrounds.

Summary of job description:

Visitor Services part-time staff is responsible for ticket sales, working in the retail store and greeting guests. Candidates are expected to provide friendly assistance to our visitors, have a solid work ethic and have a flexible work schedule which includes weekends and occasional evening special events.

- Provide prompt, courteous, friendly, and positive customer service to all guests.
- Knowledgeably introduce guests to all current exhibits and events including special/seasonal films and/or events along with new merchandise in the store.
- Actively promote museum membership sales to appropriate museum visitors.
- Accurately process transactions at the ticketing desk and store points of sale, including cash handling, refunds, discounts, and guest passes.
- Review daily/weekly all new information regarding special offers, events, exhibits, etc.
- Invite guests to provide feedback, utilizing Customer Service surveys. Provide input on any issues, needs and desires that would be beneficial to the overall success of the Museum.
- Commit to assigned staff schedules and notify supervisor in advance of any necessary days/hours in which you are unable to work.
- Always keep work areas stocked with necessary supplies and maintain a neat appearance.
- Have knowledge of the products in the gift shop and how the merchandize relates to the exhibits.
- Adhere to all museum policies and procedures as outlined in The Health Museum Employee Handbook.

Qualifications:

- Dependable.
- Friendly.
- Self-motivated and enjoy customer interaction.
- Basic computer skills.
- Ability to work weekends and holidays.
- Retail experience a plus.
- Bilingual Spanish a plus.