

## **Visitor Services Associate** **(Part-Time, Hourly)**

### ***JOB DESCRIPTION***

#### ***Chief Objectives of the Position:***

To greet Center visitors in a friendly and positive manner; efficiently facilitate sales and transactions; and correctly answer inquires for information about the Center's exhibits, products and films.

#### ***Responsibilities:***

##### **Carousel Ride Attendant**

- Welcome visitors to the carousel the city's historic downtown waterfront next to the Virginia Air and Space Center in a friendly and hospitable manner.
- Initiate and complete all sales transactions, while keeping an accurate account of all persons riding the Carousel.
- Ensure that all transactions are processed quickly and accurately. Balance to zero at the end of each shift.
- ◆ Ensure that all displays, racks cards, brochures, ticket stock and other supplies are well stocked at all times.
- ◆ Correctly operates the Carousel, ensuring that each rider has purchased a ticket before getting on the ride.
- ◆ Ensure that all safety procedures and policies are followed before, during and after each ride.
- ◆ Complete and follow Carousel Daily Procedures forms.
- ◆ Ensure work areas are neat and clean at all time while maintaining appearance of Carousel by performing light maintenance work as assigned.
- ◆ Understand the basic aspects of the Carousel operations and history in order to answer basic visitor questions. Also having basic knowledge or the Virginia and Space Center operations. Refers more difficult questions to the Lead Carousel Associate or the Director of Visitor Services.

- ◆ Monitors all areas of the building to ensure that problems are reported and fixed immediately to help keep wear and tear to a minimum. Reports problems to the Lead Carousel Associate or the Director of Visitor Services
- ◆ Suggest new ideas to the Director of Visitor Services to further streamline the operation of the Carousel.
- ◆ Assist the Lead Carousel Associate in directing or controlling guests during emergency situations.
- ◆ Special projects as they arise.

Visitor Services Associates reports to the Director of Visitor Services

***Required Qualifications and Experience:***

High school diploma or equivalent and a minimum of one year's experience in sales, customer service and cash handling required. Must have excellent customer service skills, ability to work in a team environment with minimum supervision. Knowledge of standard cash register, calculator and basic computer skills. Weekends, holiday, and evening required.