

## Job Description

Position: Front Desk Associate  
Classification: Part-Time; 20 hours per week (\$18/hour)  
Reports To: Visitor Experience Manager

Job Summary: The front desk associate is responsible for positive visitor interactions, effective handling of merchandise and ticket sales, careful attention to detail, and keeping a clean and organized work area. The front desk is vital to improving the visitor experience by providing customer service and consistent communication from the museum to the public.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greets museum guests at the front desk in a premium, friendly, and professional manner
- Uses Square POS to sell museum admissions, check out store merchandise and consignment art, and sell memberships
- Assists the Visitor Experience Manager in their duties, including front desk, store, memberships, and volunteer management.
- Attend the front desk during events, as needed
- Helps to maintain the museum lobby and store in a clean and organized condition
- Answers phone calls at the front desk professionally communicating important phone calls and messages to the appropriate staff
- Answers guest questions and concerns or provides information to aid them
- Encourages memberships to visitors who are not current members
- Assists in processing groups into the museum

## SUPERVISORY RESPONSIBILITIES:

- Directly supervises volunteers according to the organization's policies and procedures. Responsibilities may include scheduling, training, and directing work for volunteers, membership information.

## KNOWLEDGE/SKILLS:

- Excellent customer service skills
- Creative, dependable, organized, and flexible
- Professional and friendly demeanor
- Understanding of museum culture and collections or willingness to learn
- Ability to communicate with many kinds of visitors and co-workers
- On time and professional demeanor

## EDUCATION AND WORK EXPERIENCE:

- High school diploma or bachelor's degree preferred
- Experience working with the general public
- Willingness to learn about the museum and its collections
- Knowledge of computers and cash-handling and willingness to learn new programs

Flexibility especially appreciated; other duties as assigned.

Email a cover letter and resume to the Assistant Executive Director, Madeline Ricks, at [m.ricks@columbiagorge.org](mailto:m.ricks@columbiagorge.org)