

# Guest Services

Website: [www.nmmv.org](http://www.nmmv.org)

Reports to: Guest Services Supervisor

Job Location: Dubois, Wyoming



## **Purpose:**

Greet and assist guests as they arrive in the museum. Additional duties will include selling and collecting admission tickets and gift shop merchandise, operating Point of Sales (POS) equipment, directing guests to museum galleries and common spaces.

## **Knowledge:**

Knowledge of principles and processes for providing guest and personal services. This includes guest needs assessment, meeting quality standards for services, and evaluation of guest satisfaction.

## **Job Requirements:**

- Operate POS system at Guest Services Desk.
- Sell and collect admission tickets and passes from guests
- Provide orientation of the museum to guests.
- Monitor and walk the galleries of the museum, assisting guests when asked.
- Greet guests visiting the museum or attending entertainment events.
- Examine tickets or passes to verify authenticity, using criteria such as color or date issued.
- Guide guests to exits or provide other instructions or assistance in case of an emergency.
- Maintain order and ensure adherence to safety rules.
- Provide assistance with guests' needs, such as helping those with electronic scooters.
- Direct guests to galleries, restrooms, gift shop, and meeting rooms.
- Refuse admittance to undesirable persons or persons without tickets or passes.
- Settle seating disputes or help solve other customer concerns.
- Assist guests in finding seats if necessary.
- Search for lost articles or for parents of lost children.
- Provide guests with Dubois community information.
- Evaluate guests upon entrance to the museum and advise management staff of any potential public health or safety concerns.
- Work private events outside of regular museum training
- Walk or stand for extended periods of time
- Stock and aid in gift shop inventory
- Conduct light housekeeping, such as restocking restrooms, picking debris up off of restroom floors, emptying trash cans, light dusting or vacuuming

## **Additional Information:**

- Full or Part-time positions available
- U.S. Military Veterans encouraged to apply
- Compensation: \$16/hr

**To apply, please send resume to: [Info@nmmv.org](mailto:Info@nmmv.org)**