

Job Title: Customer Service Associate
FLSA: Part-Time
Hours: Weekdays required. Some evenings, weekends, and holidays required

At the GRPM, you'll help inspire curiosity by enabling our teams to create one-of-a-kind experiences! Customer Service Associates are responsible for providing a fun, informative, safe and courteous environment.

Responsibilities

Customer Service Associates help ensure visitors have a memorable visit at the GRPM, through efficient ticketing process, excellent customer service and assistance with inquiries. You will also be responsible for the daily operation of the ticketing desk, the Spillman Carousel, special exhibit galleries and more. You will ensure visitors have the best experience possible.

Basic Qualifications

- Proactively interact with visitors and solve any challenges
- Contribute to a high energy, fast paced environment that provides visitors with a fun and dynamic experience
- Consistently treat all visitors and team members with respect and contribute to a positive work environment
- Be familiar with the Museum, exhibits, price points, and promotions
- Excellent computer skills
- Promote and maintain a safe working environment
- Excellent communications skills and willingness to offer assistance to visitors
- Able to receive feedback and take action when appropriate
- Available to work a flexible schedule that meets the needs of the organization
- Must be available a minimum of two (2) shifts Monday through Friday and have weekend availability that meets the needs of the operation
- Previous experience in customer service

Skills and Experience

- Customer service experience
- Knowledge of museums
- Demonstrated problem solving and decision making skills
- Proven ability to function effectively in a team environment
- Demonstrated strong computer proficiency

Education: High School diploma or equivalent

Work Environment: Professional, creative setting with friendly public interaction

