

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

The Grand Rapids Public Museum (GRPM) is a place of never-ending learning and discovery, with programs and exhibits focusing on history, science and culture. The Museum is open daily to visitors, and hosts after-hours public events and programs, as well as private events. The GRPM creates positive visitor experiences through engaging exhibits and programs, and a safe, clean, welcoming space. The employee culture is one of teamwork, excitement and learning. 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 processes, excellent customer service, and assistance with inquiries. You will also be responsible for the daily operations of the ticketing desk, the Spillman Carousel, special exhibit galleries, and more. You will ensure visitors have the best experience possible.

Additionally, you will:

- 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
- Promote and maintain a safe working environment
- Able to receive feedback and take action when appropriate

Basic Qualifications

- Available to work a flexible schedule that meets the needs of the organization-- minimum of two (2) shifts Monday through Friday and additional weekend availability
- High School diploma or equivalent
- Proven ability to function effectively in a team environment

Skills and Experience

- Excellent computer skills
- Excellent communications skills and willingness to offer assistance to visitors
- Customer service experience
- Knowledge of museums
- Demonstrated problem solving and decision-making skills

Work Environment: Professional, creative setting with friendly public interaction

