UNITED STATES OLYMPIC & PARALYMPIC MUSEUM

POSITION DESCRIPTION:
Team Member, Guest Experience

POSITION TITLE:	Team Member, Guest Experience
SPECIALIZATION:	Museum Operations
ORGANIZATION NAME:	United States Olympic & Paralympic Museum (USOPM)
REPORTS TO:	Manager, Guest Experience
FLSA STATUS:	Part Time, Non-Exempt
LAST UPDATE:	March 5, 2020

SUMMARY:

Team Members will serve as the point-of-contact for the outstanding visitor experience at the United States Olympic & Paralympic Museum, and associated events. The Museum is looking for outgoing, energetic, and passionate individuals looking to become a part of the Olympic Movement. Successful Team Members are friendly and attentive, with a genuine love for creating memorable experiences for guests. The Museum is open seven days a week; as such candidates with flexible scheduling availability are preferred.

Please note, candidates are not required to have experience in all of the areas below, as training will be provided.

ESSENTIAL FUNCTIONS:

Entry Experience

- Provide a warm welcome and positive first impression for all guests
- Assist guests with accessibility needs
- Provide general information about the Museum, including ticket prices
- Direct guests through ticketing and registration queues
- Promote a safe and welcoming environment

Ticketing

- Sell tickets and process vouchers using the Museum's point-of-sale ticketing system, processing both card and cash transactions
- Redeem will-call tickets for advanced purchasers
- Provide Membership information and process Membership sales
- Issue RFID credentials and lanyards
- Prepare Group Tickets as needed

Galleries and Exhibits

- Assist guests with RFID registration and tour preference selection
- Provide an orientation to the Museum's visitor experience
- Manage access control into exhibit areas via the Museum point-of-sale system
- Provide a personal presence in exhibit areas focusing on guest interaction, engagement, and storytelling
- Make genuine connections with visitor and enhance the guest experience whenever possible
- Handle guest service recovery as required, acting as a guest advocate

Groups

- Assist Group tours with bus unloading/loading and building ingress/egress
- Provide a warm welcome and orientation to the building for Groups
- Distribute RFID credentials and lanyards to Groups upon arrival
- Help students with educational programs, acting with the heart of a teacher
- Assist Groups with dining arrangements

Events

- Staff exhibit areas during private events, focusing on guest interaction, engagement, and storytelling
- Assist with event ingress/egress

<u>POSITION REQUIREMENTS</u>:

- Must be 18 years of age or older
- Proven ability to communicate effectively with others; demonstrate strong interpersonal skills
- Exhibit an enthusiastic, outgoing, and friendly attitude.
- Must work well in a fast-paced environment, and understand how to prioritize guest needs
- Display a genuine care for others, be a self-starter and work well with minimal supervision
- Demonstrate passion, compassion, and courageous stewardship

<u>DESIRED QUALIFICATIONS:</u>

- Experience in hospitality, visitor attractions, sports, or cultural institutions preferred
- Must enjoy working with the public and demonstrate friendliness
- Professionalism, enthusiasm, and a customer-centric approach
- Experience in admissions and ticketing a bonus

PHYSICAL/MENTAL/ENVIRONMENTAL REQUIREMENTS:

- Remains standing for approximately 5-7 hours a day. *Note: Ticketing positions are seated.*
- Stoops, bends, reaches and lifts occasionally throughout the day.
- Ability to operate standard office equipment.
- Must be able to occasionally move up to 35 lbs.
- Works under a moderate degree of stress.

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the job. It is not intended to represent the entirety of the job nor is it intended to be all-inclusive. Therefore, the position may be required or requested to perform other duties not specifically listed herein.

Management reserves the right to modify, defer or rescind this position description at any time, with or without prior notice.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have received, read and understand this description of the major duties and responsibilities of my position. I also understand that the position description is not intended to be all-inclusive, and that I may be called upon to perform other duties during the course of my employment.

_____ _____

Employee Signature Date

Original – Employee file
Copy - Employee