

### **JOB SUMMARY:**

This position provides high quality customer services to OMSI visitors, in a fast-paced environment. Duties include: ticket-selling, greeting, providing information and presenting and ushering in the OMNIMAX Theater and Planetarium. On-call employees work less than 20 hours per week.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Welcome visitors at the front desk, in the lobby and at the entry gates and provide accurate information regarding OMSI's facility, activities, events, and attractions.
- Use the computer ticketing system with speed and accuracy to sell admission tickets.
- Greet visitors in the OMNIMAX and Planetarium: take tickets, facilitate seating of visitors, introduce films and provide safety and customer service information.
- Greet large groups upon arrival and facilitate their visit to OMSI (includes schedule coordination assistance, organizing lunches, providing follow-up, resolving conflicts, etc.)
- Practice prescribed cash handling procedures.
- Facilitate submarine tour queuing and ticket-taking.
- Learn and practice emergency procedures, portable radio etiquette, paging system, and switchboard operation.
- Maintain the work area to keep OMSI clean and presentable.
- Work in close association with on-stage and back stage departments.
- Work with and support volunteers throughout the museum.
- Assume other tasks and responsibilities as assigned by Visitor Services Lead(s) and the Assistant Visitor Services Manager.

### **KNOWLEDGE/SKILLS:**

- Knowledge and/or experience in customer service.
- Knowledge of computers, cash register systems and/or ticketing systems.
- Ability to speak in public and respond to visitor inquiries.
- Accurate cash-handling and record-keeping skills.
- Team player with strong communication and cooperation skills.
- Weekend, holiday, and evening work required.

### **EDUCATION AND WORK EXPERIENCE:**

- 6 months or more customer service experience.
- Cash handling experience desired, but not required.
- Theater presentation experience desired, but not required.

**Position Type:** Part-Time

**Pay:** not listed

