

## **FLINT CULTURAL CENTER CORPORATION**

601E. Second Street

Flint, MI 48503

### **Job Posting**

**Job Title:** Guest Services Representative  
**Location:** Sloan Museum – Courtland Center/Longway Planetarium  
**Reports To:** Guest Services Manager  
**FLSA Status:** Non - Exempt  
**\*Part-Time Position**

**Job  
Description and  
Qualifications:**

#### **GENERAL DESCRIPTION**

The Guest Services Representative is responsible for providing exceptional guest service. The Representative will handle gift shop sales, admission tickets, light cleaning ensuring that the facilities are neat, clean and welcoming to our visitors.

#### **RESPONSIBILITIES**

- Collects admission fees and handles gift shop sales during regular business hours and during after hours special events.
- Assists patrons in late seating in Planetarium or to seating areas for workshop or special programs.
- Provides visitors with general information in a friendly, courteous manner, in person or over the phone.
- Utilize Cultural Center wide promotional materials and memos to ascertain an awareness of the programs/events being offered by Sloan Museum, as well as other institutions in the Flint Cultural Center Corporation.
- Prepares facility for the business day, including setting up hands-on galleries, turning on lights and A/V equipment.
- Conducts daily light cleaning, including dusting the gift shop and front desk, cleaning glass on front doors, emptying trash cans in visitor areas, and vacuuming. Detailed guidelines and procedures may be found at each facility.
- Conducts regular walks through exhibit galleries for security purposes and to ensure that visitor spaces are neat and clean.
- Assisting children and families in hands-on galleries.

#### **QUALIFICATIONS/SKILLS REQUIRED**

- Excellent customer service skills
- Experience using POS registers and handling money
- Excellent telephone etiquette
- Ability to work well in a team environment
- A positive, friendly demeanor

#### **EDUCATION AND/OR EXPERIENCE**

High School Diploma required.

**Apply To:** Email Resume to [hr@fcccorp.org](mailto:hr@fcccorp.org)

**Date Posted:** 2.18.20    **Posting will remain active until filled**

**The Flint Cultural Center Corporation is an Equal Opportunity Employer**