

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
TEMPORARY POSITION THROUGH SEPTEMBER 5, 2021 – PAY RATE \$10.00/HR

GENERAL DESCRIPTION

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

RESPONSIBILITIES

**Job
Description and
Qualifications:**

- Collects admission fees and handles gift shop sales during regular business hours and during after-hours special events.
- Assists patrons for late seating in Planetarium or to seating areas for workshops and/ 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.
- Keeps the front desk and gift shop area clean and organized every shift.
- Conducts regular walks through exhibit galleries for security purposes and to ensure that visitor spaces are neat and clean.
- Assists children and families in hands-on galleries.

QUALIFICATIONS/SKILLS REQUIRED

- Excellent customer service skills
- Experience using POS registers and cash handling
- Excellent telephone etiquette
- Ability to work well in a team environment
- A positive, friendly demeanor; ability to multitask and deal with multiple patrons at the same time.

EDUCATION AND/OR EXPERIENCE

- 1-2 years of customer service experience in a retail setting preferred.
- High School diploma required.

Apply To: Email Resume to hr@fcccorp.org

Date Posted: 3/5/21 Posting will remain active until filled

The Flint Cultural Center Corporation is an Equal Opportunity Employer