



One Museum Court Buffalo, NY 14216
716.873.9644 buffalohistory.org

GUEST SERVICES ASSOCIATE

Part Time/Non-Exempt

Overview:

The Guest Services Associate provides consistently welcoming, high-quality customer service, assisting guests with Museum admission, event tickets, membership and gift shop purchases as well as planning their Museum visit. This is a part-time, non-exempt position that will pay an hourly wage of \$14.63. Hourly schedule ranges from 12-20 hours per week- primarily weekend and special event evening shifts.

Preferred Skills and Abilities:

- Passion for the Museum's mission and for stories of WNY.
- Ability to perform reception duties in a welcoming manner.
- Maintains a positive, professional, guest-centric attitude while handling multiple tasks.
- Ability to use Microsoft Office 365 programs and Point of Sale system.
- Dependability and organizational skills required.
- Flexibility to work days, evenings, weekends, special events and holidays.

Responsibilities:

- Provides exceptional customer assistance in the Guest Reception area, welcomes guests to the Museum, answering telephones, providing and selling memberships, special event/program tickets, and merchandise in the Museum Shop.
- Remains knowledgeable about Museum information and operational procedures. Is familiar with and shares program and event schedule and membership campaign activities with guests.
- Works within a cohesive team in an open, public space.
- Amicably resolves matters with dissatisfied guests. Recognizes and reports trends in visitation.
- Refers guests to proper Museum resources and when appropriate, recommends other local resources.
- Balances cash drawer at the end of the shift/day and follows proper cash handling procedures at all times.
- Learns shop inventory in order to recommend appropriate items.

- Assists in restocking and reorganizing gift shop as necessary.
- Facilitate admission through the accessible entrance.
- Assists with administrative duties, including stuffing envelopes, preparing spreadsheets, etc.
- Performs other duties as assigned by Operations Team.

How to Apply

Please send a resume and cover letter in one PDF document to Desiree Peacock, dpeacock@buffalohistory.org, with “Guest Services Associate Application” in the subject. Resumes will be reviewed on a rolling basis until the position is filled. No phone calls.