

**Maricopa County Historical Society  
dba Desert Caballeros Western Museum**

**Visitor Services Associate**

**Exempt (Y/N): N**

**Supervisor: Visitor Experience Manager**

**I. Function of Position**

This position facilitates daily Museum front line services and is the first point of contact for visitors to the Museum. Visitor Services Associate's (VSA's) provide educational information about the Museum and exhibitions to guests. This position operates point of sale systems in museum stores and at admission desks and represents the Museum in a professional and courteous way.

**II. Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Greet, orientate, and direct visitors. Be able to discuss current and upcoming exhibitions and retail products.
2. Be familiar with all other current museum functions and programs.
3. Open and close Museum, including daily register balancing.
4. Process payments for admission, membership, or merchandise.
5. Assist in stocking merchandise and brochures/rack cards.
6. Answer telephones and transfer calls or take accurate messages as needed.
7. Follow up on any questions or issues that volunteers or visitors bring forward.
8. Assist during special events and programs when needed.
9. Assist in training other Visitor Services Associates and volunteers as directed.

**III. Position Requirements**

**A. Age**

16 years of age or older.

**B. Work Experience**

Prior cashier or hospitality experience preferred.

### **C. Knowledge, Skills and Abilities**

1. Ability to represent the museum with a high level of integrity and professionalism.
2. Maintain a working knowledge of store inventory and how products relate to the museum's mission.
3. Ability to communicate effectively, both verbally and written.
4. Accurate cash handling skills.
5. Ability to use computerized systems for sales.
6. Demonstrates the ability to provide excellent customer service and conflict resolution.
7. Demonstrates dependability, flexibility, and a positive attitude while working with the public, colleagues, and volunteers.

### **D. Certificates, Licenses, Registrations**

1. Valid driver's license.
2. Pass a criminal background and credit check.

### **E. Working Conditions**

Office, retail store, and museum gallery environment, non-standard hours, generally within 9:00 a.m. to 6:00 p.m. Must be able to work weekends. Occasional evening shifts for special events. Must be able to lift 25 pounds and stand/walk for at least 2 consecutive hours.

**Revised/Approved Date: September 2024**