



**Position Title:            Visitor Center Associate (part-time)**

**Basic Purpose:**

The Visitor Associate works as part of the Florida Oceanographic Coastal Center staff to provide excellent customer service and an enjoyable visit through the admissions desk and to provide excellent customer service and sales through the gift shop. The Associate maintains an attractive entrance and exit area at the Coastal Center and keeps the admissions or gift shop sales areas well stocked, organized and neat. The Associate greets visitors and encourages visitors to become FOS members and take part in programs and visitor experiences at the Coastal Center.

The Associate works with volunteers and other FOS staff and assists with the gift shop or admissions when needed. The Visitor Center Associate is supervised by the Visitor Center Manager.

**Admissions Job Responsibilities:**

- 1) Greet and welcome visitors, school groups, members and any other guest at entry of Coastal Center. Take general and special admissions and provide initial welcome information to visitors.
- 2) Operate Point of Sale system in the Coastal Center. Provide excellent customer service and smooth, accurate transactions.
- 3) Introduce new visitors to the membership opportunities at Florida Oceanographic and be proactive in membership recruitment.
- 4) Work with staff to communicate relevant information regarding their departments, any injuries, deliveries, needed stock or needed facility repairs.
- 5) Assist with opening and closing procedures of the visitor center including the cash register, daily reports and basic cleaning of the Visitor Center.
- 6) Maintain a well-stocked admissions area in the Visitor Center including all program and event fliers, membership applications and community brochures.
- 7) Act in a professional manner to all visitors, volunteers, staff, board members and vendors whether in person or on the telephone.
- 8) Maintain a heightened awareness of visitors' needs by helping, advising and providing efficient customer service at all times.
- 9) Actively seek ways to add value to the visitor's experience by focusing on helpful communication, customer care and being aware of FOS's events and services.
- 10) Displays sound judgment in troubleshooting and handling visitor concerns and complaints.
- 11) Work hours are based on FOS's 360 day-per-year schedule and may include weekends, evenings and/or nights as required and subject to the FOS event schedule.
- 12) Perform other tasks as assigned by the Visitor Center Manager, Director of Business Administration & Operations or Executive Director.

## **Gift Shop Job Responsibilities:**

- 1) Operate Point of Sales system used for gift shop sales and admissions in the Coastal Center. Provide excellent customer service and smooth, accurate transactions.
- 2) Work with Visitor Center Manager to determine merchandise inventories and orders. Stock shelves and display cases.
- 3) Greet visitors at entry of Coastal Center and provide information on tours, exhibits and other features. Assist in Admissions as needed.
- 4) Assists with opening and closing procedures of the shop, tracking and handling any damaged merchandise for inventory, processing any phone or online orders.
- 5) Supervise and train volunteers to greet and relate to visitor needs and transact sales.
- 6) Act in a professional manner to all visitors, volunteers, staff, board members and vendors whether in person or on the telephone.
- 7) Maintain a heightened awareness of visitors' needs by helping, advising and providing efficient customer service at all times.
- 8) Actively seeks ways to add value to the visitor's experience by focusing on helpful communication, customer care and being aware of FOS's events and services.
- 9) Displays sound judgment in troubleshooting and handling customer concerns and complaints.
- 10) Work hours are based on FOS's 360 day-per-year schedule and may include weekends, evenings and/or nights as required and subject to the FOS event schedule.
- 11) Perform other tasks as assigned by the Visitor Center Manager, Director of Business Administration and Operations or Executive Director.

## **Job Requirements:**

- Must possess a high school diploma.
- Be proficient with money handling.
- Possess strong communication skills.
- Must possess basic computer skills.
- Must be at least 18 years of age.
- Must have professional presentation and strong customer service skills.

## **Physical Requirements:**

- Ability to lift, push, pull, or carry a minimum of 30 lbs.
- Ability to sit or stand for long periods of time.
- Ability to stoop, crouch, reach or bend at the waist.
- Good eye-hand-foot coordination required.
- Ability to perform repetitive foot and hand action.