

Moab Museum

Guest Services Associate

Guest Services Associates serve as frontline ambassadors for the Museum and provide essential visitor services.

Position Description:

- Provide a friendly and professional welcome to visitors, members, and the public at large
- Orient visitors to the Museum experience, answer questions, and seek to engage visitors in conversations that expand their visitor experience
- With support from the Museum staff, develop and deliver regularly scheduled interpretive programs on topics pertinent to the Museum's mission
- Handle admissions, Membership, and store sale transactions consistently with established cash-handling protocols
- Enter new, and update existing, Member identification data (name, email, addresses, etc.) into membership program
- Maintain & evaluate visitor demographic data and comments
- Provide a variety of administrative support services, including telephone reception and transfer, organizing brochures and desktop signage, assisting other staff with administrative activities as needed, etc.
- Perform light cleaning and main appearance of Museum exhibit areas during open hours
- Uphold COVID-19 precautions, including: sanitizing workstations and high touch areas as needed, reinforcing visitor compliance with mask-wearing and social distancing requirements (if applicable)
- Perform opening and closing duties and activating/deactivating alarms

Qualifications

- Interest in helping share the stories of Moab, from human history to geology
- Willingness to complete Certified Interpretive Host training
- Ability to interact enthusiastically and professionally with Museum visitors, in accordance with the Museum's stated Mission & Values
- Ability to tell the Museum's story, especially the goal of the new exhibit experience and the Museum's near-term vision
- Proficiency, or willingness to learn, frontline point of sale, admissions, and membership software
- Ability to enthusiastically promote sale of Museum memberships
- Ability to work well independently as well as within a team
- Demonstrate a high level of discretion and confidentiality
- Represent the Museum professionally within the community
- Wear business casual clothing and Museum-provided (seasonally appropriate) Museum logowear
- Ability to work weekend evenings