



## Connecticut Science Center Seasonal Visitor Services Specialist

**Job Title:** Visitor Services Specialist (Seasonal)  
(June 5, 2017 – September 3, 2017)

**FLSA:** Non-Exempt, Hourly, Seasonal

**Reports To:** Director of Visitors Services

### **Summary of Key Responsibilities:**

Responsibilities may include, but are not limited to the following:

- Warmly greets all visitors by creating a welcoming and friendly environment where they receive prompt, efficient, and pleasant service in person, on the phone, and via e-mail.
- Anticipates and responds to visitor needs by providing accurate and helpful information about the Center and its offerings. Makes the extra effort to find information and/or provide assistance to visitor questions and/or needs. Proactively and continuously finds way to enhance the Visitor Experience at CSC.
- Efficiently and effectively, process visitors from all gate/sales stations and points of entry using computerized ticketing system.
- Promotes and educates visitors to the benefits of Membership as the primary sale force of Science Center Membership.
- Moves throughout assigned exhibit galleries pro-actively assisting visitors with questions, and interacting with them regarding the exhibits and associated educational content. Constantly checks exhibits to make sure they are in proper working order, notifying Exhibition Technicians as necessary. Manages visitor flow within the galleries, serves as “soft security presence” giving special attention to matters of health and safety of the visitors, other staff members, the exhibits, and the facility.
- Based on departmental needs, delivery of accurate and engaging demonstration programs to the science center visitors during our public hours, as well as for private and evening events.
- Assists in-group arrival and departure procedures including, but not limited to the logistical coordination & greeting of buses, off-loading of passengers, and escorting of groups to their on-site destinations.
- Actively participates in a culture of continuous improvements seeking and suggesting ways to better respond to visitor needs.
- Solicits and records visitor feedback, suggestions, complaints, and compliments about their experiences at the Science Center. Makes management aware of such feedback.
- Continuously expands personal knowledge about the Science Center, its services and offerings through active participation in training, staying abreast of institutional news in Science Center publications and other communications tools, including asking questions of staff and supervisors.



- Contributes positively and enthusiastically as part of a team-oriented department. Alerts supervisory staff to potential problems and possibilities.
- Maintains regular and consistent attendance and punctuality.
- Performs other duties as required by management.

### **Qualifications & Special Requirements**

- Must possess a high school diploma or equivalent. College training is highly preferred.
- High energy, enthusiastic, customer-centered acumen is essential. Must possess superior interpersonal and communications skills, as well as the ability to work with the public, which requires a high degree of patience, and the ability to maintain a calm exterior during periods of high volume, high stress, or unusual events.
- Proven ability to work comfortably and efficiently with computers, registers, and other electronic processing equipment.
- Must possess the ability to accurately and responsibly handle cash, change, credit cards, and other financial processes at a point of sale workstation.
- Requires weekends, holidays, and some evening hours, as well as a willingness to leave early if not needed.

Qualified applicants will go through an application process, interview process and must successfully complete a background check.

To apply, send a cover letter and resume to [HR@CTScienceCenter.org](mailto:HR@CTScienceCenter.org) and please reference "*Visitor Staff Service Specialist – Seasonal*" in the subject line.

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