



## Visitor Services Department – Seasonal Visitor Services Specialist Position

### Job Summary and Mission:

Visitor Services Specialists at the Connecticut Science Center **set the tone** for an exceptional visitor experience for all visitors by: **welcoming** them, **educating** them as to what the Science Center can mean for them, efficiently **processing** them at the Ticketing Area and points of entry, **preparing** them adequately and enthusiastically for their on site experience, and **offering assistance, educational insights, and opportunities of inspiration** to them throughout their visit. Visitor Services Specialists make the “customer centered” concept a daily reality in all interactions, decisions, and exchanges they make with all visitors. Visitor Services Specialists possess extensive knowledge about the Science Center and its programs, services, exhibits, and offerings as they relate to the unique needs and interests of diverse groups of visitors.

### 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. Always maintains a positive and professional image, reflecting pride in the position, and enthusiasm for the institution.
- 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. Makes it easy for visitors to have a positive and pleasantly memorable experience at the Science Center. 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. Acts with integrity and honesty in safeguarding point of sale location monies, working with cash, credit cards, passes, coupons, and all financial related transactions. Follows all department policies and procedures including those for cash handling and safety and security.
- Promote and educate visitors to the benefits of Membership. Processes membership applications, including upgrades.
- Moves throughout assigned exhibit galleries pro-actively assisting visitors with questions, and interacting with them regarding the exhibits and associated educational content. 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.

- Assists supervisory staff with special assignments as needed.
- Answers incoming calls from the public and provides clear and concise information or directs the call to the appropriate party. Knowledge of the staff and their responsibilities is required.
- 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.
- Assists in the processes and procedures involved in school group visitation including, but not limited to flow: logistics, processing, safety, soft security, lunchroom monitoring, and departure.
- Assists with birthday party set up, hosting and oversight for children ages 6 – 13. Must possess ability to interact well with groups of adults and children to facilitate a positive experience for the party attendees. Requires set up and clean up of party area, flexibility in working with children and strong time management skills.
- 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.
- Using best judgment, responds to visitor situations, and helps fellow staff do the same, calling upon the assistance of supervisory staff when appropriate.
- 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 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 work with cash, change, credit cards, and other financial processes at a point of sale.
- 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) please reference “Seasonal Visitor Services Specialist.”

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