

Visitor Services Associate - Sales and Admissions Attendant

Department:	Visitor Services	FLSA Status:	Part-time, Non-exempt
Reports To:	Visitors Services BAM Store Mgr	Effective Date:	2023

Part-time position averaging 20+ hours per week, including weekends and periodic evening shifts.

The critical features of this job are described under the headings below. This job description does not prescribe or restrict the tasks as shown below and may be subject to change at any time.

Job Summary

The Sales and Admissions Associate creates a warm, welcoming environment for all Museum visitors to ensure a positive experience while visiting the Museum. Sales and Admissions Associates must be able to clearly communicate and understand BAM’s visitor policies to ensure the safety of Museum artwork. This position engages visitors in one-on-one interactions and provides admissions, membership sales, event ticket sales, educational program fees, and sales of Museum Store merchandise via the Point of Sale.

This is a part-time position of 20 to 24 hours per week and regularly includes weekends as well as evening events throughout the year. Requires a willingness to be flexible with the shift schedule to accommodate the organization’s needs.

Essential Duties and Responsibilities

- Greets and welcomes visitors, processes admission fees, clearly communicates museum policies, and reviews gallery map with visitors to assist in wayfinding
- Actively encourages purchases of Museum memberships and is able to clearly articulate the benefits received by members
- Actively engages store visitors in their purchases of merchandise and makes them feel welcome in the Store
- Processes fees for educational programs including classes and camps, workshops, and events
- Follows BAM policies for handling scheduled and unscheduled visitor appointments
- Follows BAM policies for delivery of items to the museum or museum staff
- Operates point of sale system; prepares daily transaction reports, counts and reconciles cash, accurately completes deposit envelopes on a daily basis
- Works with BAM Visitor Services/Store Manager to maintain merchandise displays resulting in an inviting, accessible experience
- Assists with accurate manual inventory counts twice per year
- Works collaboratively with all Museum staff and volunteers to carry out the mission and purpose of Boise Art Museum
- Complies with all BAM policies and procedures

Additional Responsibilities

- Other duties as assigned

Supervisory/Managerial Responsibilities

Not applicable

Minimum Qualifications

1 – 2 years of customer service experience, retail work and cash handling. Effectively able to communicate information to visitors and staff; able to apply common sense understanding to carry out written and oral instructions.

Education Requirements

High school diploma or equivalent (GED)

Language Requirements

Proficiency in reading, writing and comprehension of the English language.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand for long periods of time; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate. Works evenings and weekends. This position does not require routine or regular engagement in interstate commerce.