



ADMISSIONS REPRESENTATIVE-Temporary

Temporary Positions for *Seeing Nature* (2/6/17-5/25/17)

OVERVIEW: Provide a high level of professionalism and customer service as an Admissions Representative at the Seattle Art Museum and Asian Art Museum (if needed).

FLSA STATUS: Non-exempt

PAY: \$13/hour

REPORTS TO: Admissions Manager

ESSENTIAL FUNCTIONS:

1. **Customer Service:** Be a customer service model for other staff, volunteers and visitors. Greet, orient and assist museum visitors & members, provide information concerning membership, ticket availability, box office events, and the general facility.
2. **Ticket & Member Sales:** Sell exhibition and exhibition tickets, actively promote and sell memberships to incoming visitors, and encourage lapsed and renewing members to continue their membership.
3. **Opening Preparation:** Ask for your till assignment, count your till and then work to complete duties in the "Opening Checklist" to make sure we are adequately prepared to open the museum. If needed, assist in printing out morning reports, reconciling the previous day's memberships, and other duties as assigned to prepare for the day's business.
4. **Maintain Cash Drawer:** Use excellent cash handling skills to make sure your drawer is accurate.
5. **Closing Preparation:** Close your till by counting all the payment methods, make sure your paperwork is accurately filled out, and document any discrepancies.
6. **Volunteer Relationships:** Greet each volunteer and thank them for their service. Deliver the day page to the volunteers prior to opening, communicate the day's event or any pertinent information, and schedule their break time in conjunction with the Admissions Lead. Check-in with them periodically to see if they need additional help or have training issues. Ensure that the volunteers receive their 20-minute break.
7. **Explain and enforce membership policies:** Monitor the number of people entering on a single membership and explain reciprocal membership guidelines. Look up membership information on the computer, fill out lost card forms, issue temporary cards, and accept any information on changes.
8. **Coat Check:** Check coats, large bags, backpacks, and strollers. Aid volunteers as needed and check TTY telephone on a regular basis. Loan wheelchairs, baby backpacks, visual and hearing-impaired devices.
9. **Daily Projects & Restocking:** Supervise the public areas by making sure all brochures, catalogs, posters and maps are stocked daily. Monitor supplies & ticket stock and relay low levels to the Lead to be reordered in a timely manner. Proactively ask the Lead for daily projects to be completed during down times and follow-up to ensure completion.
10. **Customer Service Center (CSC):** As able, cross-train in the customer service center to temporarily help out if the daily CSC volume increases. Provide excellent customer service: answer phones, reply to help desk and email requests, and sell memberships.



11. Policies: Deliver high-quality work by adhering to the department's customer service, admissions desk, coat check, and cash handling policies. Aid the admissions management team by enforcing these policies and/or bringing issues to their attention if employees need coaching.
12. Communication: Proactively and in a timely manner let the team and/or managers know if there are any operational issues affecting our daily business or if there are areas which could be improved upon.
13. 4th Floor Operations: Monitor and scan timed tickets at the entrance to the 4th floor special exhibition, assist visitors with the audio tour equipment, and monitor the line flow using crowd control techniques.
14. Teamwork: Appropriately seek and value others' input, collaborate effectively and interact with the team in a positive, professional and constructive manner.
15. Other duties as assigned.

QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. HS Diploma or the equivalent education / experience.
2. 1+ year relevant customer-service driven work experience.
3. Excellent customer service skills. Ability to maintain a positive approach when dealing with difficult internal/external customers in a consistent, professional manner.
4. Ability to learn and adapt quickly in a constantly changing environment.
5. Excellent written and oral communication skills.
6. Demonstrated proficiency with and accuracy in using MS Office products, including Word, Excel, Access and other software programs. Ability to learn the museum's database and ticketing and membership software systems is essential.
7. Strong general math skills, including the ability to handle cash-related transactions accurately and ethically.
8. Ability to take initiative and prioritize multiple competing tasks; excellent time-management and ability to work under pressure.
9. Ability to work with close attention to detail and to maintain confidentiality.
10. Ability to work professionally and tactfully and support management decisions in a positive, professional manner.

The Seattle Art Museum will consider reasonable accommodations for those applicants with disabilities who may need a reasonable accommodation to perform the essential functions/duties. Please contact the Human Resources Department for additional information.

Seattle Art Museum is committed to diversity and inclusion. Qualified individuals who bring diverse perspectives to the workplace are especially encouraged to apply.

TO APPLY: Please visit <http://visitsam.org/careers> for specific instructions on how to submit SAM employment application, cover letter and resume.

Deadline: Open Until Filled