



Position Title: Guest Services Associate
Position Classification: Seasonal part-time, Non- Exempt
Department: Community Relations
Reports to: Community Relations Manager
Wages: \$9.00 - \$10.00/hour depending on experience

Job Summary

Provide excellent customer service to all guests of Living History Farms. Facilitate point of sale transactions including; admissions, memberships and merchandise purchasing. Orient guests to touring options, guest transportation and daily museum events and activities.

Specific Duties

- Prepare and sell retail merchandise, general admission tickets and museum memberships to visitors
- Actively greet customers, assist with guest needs and suggest ideas for making the most of their visit.
- Process sales transactions using Point of Sale software, etc..
- Perform daily drawer reconciliations and record daily cash receipts.
- Perform brief orientation to the museum and its facilities to guests.
- Assist guests with all inquiries and provide information about the museum, special events and daily activities.
- Assist Community Relations Manager with collection of visitor surveys.
- Provide ongoing communication with guest transportation associates regarding admissions.
- Perform housekeeping activities according to Procedure Manuals (stocking & pricing merchandise, vacuuming, dusting, mopping, wiping counters and wagons, trash removal, etc.).
- Ensure merchandise and promotional displays are neat, clean, correct, and stocked.
- Coordinate deposits, change order requests, petty cash bank and internal controls with the Finance Director.
- Assist with upkeep of the Visitor Center by reporting any concerns to the proper department regarding shared spaces.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This job does not have supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Consistent attendance is an essential function of the position. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Skills

- Prior museum experience recommended but not required
- Outgoing, friendly and cooperative spirit is required
- Proven dependability and organizational skills, as well as attention to detail and time management skills required
- Demonstrated excellent communication (verbal and written) and customer service skills required
- Computer skills required, including experience with Microsoft Office products (Outlook, Word and Excel).
- Experience with Point of Sale or other retail sales software strongly preferred
- Basic knowledge of operating a cash register and making change
- Able to read and interpret documents such as safety rules, operating instructions and procedure manuals.
- Able to work successfully under pressure and maintain a positive and professional attitude while handling multiple tasks.
- Able to perform physical tasks such as climb stairs and a ladder, retrieve boxes from storage shelving, lift up to 30 pounds, and ability to stand for extended period of times
- Ability to learn general and specific information about the museum's sites, facilities and programs and monitor LHF website for upcoming events and activities
- Must be able to pass a criminal background check.

Position Hours

Position will primarily be scheduled Thursday-Saturday, May 1 – October 31 (20 hours/week), from 8:45 am – 4:15 pm.

To Apply

Please submit your resume and application to sstearns@lhf.org. This position will remain open until filled.

About Living History Farms

Living History Farms is an interactive outdoor history museum which educates, entertains and connects people of all ages to Midwestern rural life experiences. It is a privately run, not-for-profit organization on 500 acres in Urbandale, Iowa. Historical interpreters recreate daily routines of early lowans on three farm sites spanning the years 1700 to 1900, and an 1876 town. For more information, visit www.LivingHistoryFarms.org.