

Admissions & Tours Associate

INCUMBENT: Vacant
REPORTS TO: Guest Services Supervisor
LOCATION: Bowling Green, KY
STATUS: Part-time, Hourly
DATE: Open Until Filled



DESCRIPTION

The Admissions & Tours Associate will ensure every visitor has a positive experience at the National Corvette Museum by greeting and acknowledging every Museum guest in a friendly, courteous, and efficient manner. In addition, this position is responsible for selling admission tickets, conducting Museum tours on occasion, and providing general information about the Museum, exhibits, and events. The Admissions & Tours Associate also supports visitor engagement in the McMichael Family Education Gallery by facilitating educational activities and ensuring guest satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Operate the Museum's admissions counter and provide positive customer service experiences to Museum guests and facility rental clients both in person and over the phone.
- Stay informed and up to date on changes in Museum exhibits and upcoming Museum events.
- Provide general information about the Museum and its exhibits, the Stingray Grill, the Corvette Store, facility rentals, and upcoming events.
- Welcome and interact with guests on the Museum floor and facilitate proper use of equipment, particularly in the McMichael Family Education Gallery.
- Ensure safety procedures are followed.
- Facilitate the daily sale of Museum admission tickets, corvette raffle tickets, memberships, bricks, etc.
- Conduct Museum guided tours ensuring a hospitable environment and rewarding learning experience.
- Actively promote and cross-sell Museum offerings.
- Operate and perform open and closing procedures on a cash register.
- Responsibilities are not all-inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent preferred.
- Prior work experience in a customer service environment is preferred.

QUALIFICATIONS

- Must be able to provide prompt and courteous customer service in person and over the phone.
- Portrays enthusiasm and positive energy, especially during busy situations.
- Ability to operate a point-of-sale system efficiently and accurately.
- Ability to read and perform basic math skills.
- Ability to speak comfortably and positively to the public in both a one-on-one setting and in a group setting.

- Capability to learn new material and information about the Museum and willingness to invest time to stay informed on Museum exhibits and events.
- Ability to stay organized and multi-task in a professional and efficient manner.
- Must be a self-starter and be able to work independently and under pressure in a fast-paced environment.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.
- Strong attention to detail, establishing priorities, and following instructions.
- Valid state driver's license required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to stand and/or walk for extended periods of time.
- Must have sufficient mobility to move around the Museum.
- Ability to lift and carry up to 10 lbs.