

JOB TITLE	Visitor Service & Gift Shop Associate
DEPARTMENT NAME	Burke Museum
JOB LOCATION	Burke Museum Admission Desk & Gift Shop
CONTACT/SUPERVISOR	Brian Richards
PHONE NUMBER	206-221-7083
EMAIL ADDRESS	brianr@u.washington.edu
BOX NUMBER	353010
EMPLOYMENT PERIOD	Summer Only [<input type="checkbox"/>] Sum & Acad Year [<input checked="" type="checkbox"/>] Acad Year Only [<input type="checkbox"/>]
HOURS PER WEEK	Sum: 40 hrs/wk [<input checked="" type="checkbox"/>] up to 19 hrs/wk [<input type="checkbox"/>] Acad Yr: up to 19 hrs/wk [<input checked="" type="checkbox"/>]
RATE OF PAY	11.00/hr to start

Duties and Responsibilities:

Greet visitors. Process payment of admission fees, operate cash register, and explain special deals, promotions, and memberships. Respond to alarms in the galleries (inform visitors of the limits of reaching into open exhibits) and survey the exhibit floors regularly to inform visitors of museum gallery rules. Report any needs for custodial services or repairs. Briefly explain exhibits and museum policies, pointing out the no food/beverage policy as well as the no photography policy. Point out restrooms, elevator, café, and gift shop. Provide information to visitors about all museum programs, events, education tours and facility rentals. Provide information to the visitors about the museum mission, collections, and general information. Provide general information to visitors about the University of Washington and University District. Greet shoppers/visitors to the gift shop. Process payments for merchandise purchased in the gift shop. Replenish sales inventory when needed. Have a basic knowledge of the merchandise. Use e-mail to communicate with staff members.

Minimum Qualifications:

1 year customer service experience mandatory. Strong communication skills required. Cash register and cash handling experience mandatory. Ability to work in a varied paced and multi-task oriented environment required.

Educational Benefits:

Students enjoy working in a multi-divisional and diverse position. They learn responsibility and how to make decisions in visitor service. They also have access to benefits of working in the museum environment (lectures, behind the scenes tours, and volunteering in collections).

OFFICE USE ONLY

Job Class Code: 0875 0872 Grad: 0881 0882 0883
 51% Comp. to Classified: Yes [] No []
 State [] Federal []

Open [] Closed []

JOB NUMBER:

11BMUS05

JOB CATEGORY:

ARTS/MEDIA
