

HISTORICAL SOCIETY OF CENTRAL FLORIDA

The Historical Society of Central Florida has one open position. Applications will be accepted from July 2 until July 21, 2018. (The posting period is subject to close without prior notification.)

Museum Concierge Associate

Description: The Museum Concierge Associate will play a key role in providing a high-quality and engaging experience for all museum visitors and guests. This position greets all incoming visitors, assists with special events, and also supports the museum's shop.

Location Address: Orange County Regional History Center, 65 East Central Blvd., Orlando, FL 32801

If interested, email resume to Sharon.Early@ocfl.net

Salary: \$10.71 per hour with parking

Hours: The position is Hourly/Non-Exempt at 20-25 hours weekly: Monday – Saturday, 8:30 a.m. – 5:30 p.m., Sundays 11:45 a.m. – 5:30 p.m. **Scheduling is four days on and four days off on a continuous basis.** No other benefits received except for parking.

Reports to the Business Manager/Staff Accountant.

Duties and Responsibilities

- Provide exceptional visitor service. This position represents the guest's initial impression of the History Center. Whether it is face-to-face, over the phone, and/or via email, this position needs to ensure visitors have a high-quality and engaging experience.
- Engage the visitor to see why they came or what they expect to get from their visit – providing additional guidance if needed and if not part of a tour.
- Recognize returning customers and open a rapport in order to understand what is drawing them back to the History Center. Provide the comments to the Executive Director and the appropriate department head.
- Process point-of-sale transactions and follow cash-handling procedures for all admission and store sales including selling memberships and accepting donations using specialized software, Altru.
- Work with other front-desk and store staff and volunteers as well as support other units of the History Center for special events and other activities.
- Maintain facility to ensure high standards of safety, cleanliness, and appearance.
- Attend staff meetings and trainings to stay current with information on exhibits, activities, programs, procedures, and policies.
- Demonstrate knowledge and good judgment in matters of corporate policy, procedures, communication, and confidentiality with a goal of mutual benefit.
- Prepare the exhibits - Open and close as needed.
- Other duties as assigned.

Required Knowledge, Skills, and Personal Qualifications

- Minimum of Associates degree or equivalent combined education and work history
- Minimum of 6 months experience with cash handling and/or point-of-sale processing
- Ability to achieve goals and results, prioritize work, solve problems independently, and work effectively under pressure, when necessary
- Ability to work occasional nights and weekends
- Valid driver's license and ability to provide own transportation

The above description and qualifications are not all-inclusive and represent a majority of the key responsibilities of this position. Other duties may be assigned in the course of activities as required to fulfill the directives of the museum and strategic plan. The work environment is primarily in the museum with some outdoor activity. Some moderate lifting is required.

*Final candidates must pass a background check, must be able to live and work in the United States, and may be required to pass a drug test.