

HISTORICAL SOCIETY OF CENTRAL FLORIDA

Updated May 2017

Application Deadline: We have Two Positions Available - Posting Opens: 5/19/2017
Posting Closes: 6/09/2017 (posting subject to close without prior notification)

Salary: \$10.00 per hour with parking

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

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

Job Description: Combined Position – Museum Concierge Associate

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 and also supports the emporium shop.

Position is Hourly/Non Exempt slot at 20-25 hours weekly – Sunday to Saturday, 8:30 am to 5:30 pm. No other benefits received except for parking.

Reports To: Communications Concierge Manager and in lieu of this position, the Business Manager/Staff Accountant.

This is an hourly non-exempt, permanent/part-time position.

DUTIES AND RESPONSIBILITIES

- Provide exceptional visitor service. This position represents the guest's initial impression of the History Center. Whether it is by 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 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 so often. Providing 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.
- Demonstrates 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 & 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

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- Valid driver's license and ability to provide own transportation

The above description and qualifications are not all-inclusive and represents 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. Work environment is primarily in the museum with some outdoor activity. Some moderate lifting.

*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.