



## **Guest Services Specialist**

**Summary:** The Guest Services Specialist is a part-time position. The position is responsible for welcoming visitors to the Museum and at the Museum store and Cafe point of sale locations. The Specialist assists the Visitor Service Manager at the Museum store and Cafe point of sale locations; with cash management and training of volunteers.

**Reports to:** Visitor Services Manager

### **Responsibilities**

- Accepts payment at the Museum store and Cafe point of sales locations.
- Manages merchandise in the Museum store and café sales based on daily assignments
- Manages cash drawer
- Makes each guest feel welcomed and appreciated.
- Provides information to the public regarding tours, classes, workshops, and other activities
- Handles difficult situations in a professional manner and knows when to call the Manager on Duty
- Exhibits positive energy with each guest (customer) contact

### **Qualifications**

- High School graduation or GED preferred
- Knowledge of point of sale software
- Must be outgoing, self-motivated and enjoy working with the public
- Must enjoy being around children
- Excellent organizational skills
- Excellent oral communication skills
- Ability to work well with others and visitors maintaining a professional manner using tact, initiative, good judgment and confidentiality
- Ability to work with people of all ages
- Ability to juggle several projects at the same time
- Ability to work independently with little supervision
- Must be able to work flexible hours, including evenings, holidays and/or weekends
- Must pass a background check and be fingerprinted
- Must be able to lift 35 pounds.

**Please note: this is position requires the ability to work weekends, holidays and occasional nights.**

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

**Working Conditions:**

- Interactive Museum environment
- Constant interaction with public
- Limited exposure to environmental hazards that may arise through normal tasks in this position.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

**To Apply:**

To apply, please send a resume, cover letter, contact information for three references, salary requirements, and an original lesson plan to [hrjobs@cmom.org](mailto:hrjobs@cmom.org) or mail to Golisano Children's Museum of Naples, Attn: Human Resources, 15080 Livingston Rd, Naples, FL 34109.

Visit our website [www.cmom.org](http://www.cmom.org) for a description of the exhibits.

All applicants for open positions will receive acknowledgement upon receipt of resume. Please, no phone calls.

C'mon is an Equal Opportunity Employer (EOE) in compliance with all Federal, Florida State and local ordinances, including Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Vietnam Era Veterans Readjustment Assistance Act of 1974, the Americans with Disabilities Act of 1990, and the Genetic Information Nondiscrimination Act of 2008.