Visitor Services Representative
Multiple Openings

**Essential Duties & Responsibilities:**

- Welcome visitors at the front desk, in the lobby and at the entry gates and provide accurate information regarding OMSI’s facility, activities, events, and attractions.
- Use the computer ticketing system with speed and accuracy to sell admission tickets.
- Greet visitors in the OMNIMAX and Planetarium: take tickets, facilitate seating of visitors, introduce films and provide safety and customer service information.
- Greet large groups upon arrival and facilitate their visit to OMSI (includes schedule coordination assistance, organizing lunches, providing follow-up, resolving conflicts, etc.)
- Practice prescribed cash handling procedures.
- Facilitate submarine tour queuing and ticket-taking.
- Learn and practice emergency procedures, portable radio etiquette, paging system, and switchboard operation.
- Maintain the work area to keep OMSI clean and presentable.

- This position is ☒ non-exempt, paid ☐ hourly ☐ exempt, paid ☒ salaried
- This position is ☐ regular full-time ☒ regular part-time ☐ special project, ☐ on-call, scheduled for 20 hours/week.

**Working Conditions:**

- Weekend, holiday, and evening work required.
- Physical Demands: 30% Sitting  65% Standing  5% Lifting/Carrying/Pushing/Pulling  10-30 Pounds
- Vision requirements include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left or right while eyes are fixed on a given point), depth and perception (three dimensional vision, ability to judge distance and spatial relationships), and ability to adjust focus (ability to adjust the eyes to bring an object into sharp focus).
- Noise level is loud (examples: metal can manufacturing department, large earth-moving equipment).

**Knowledge/Skills/Abilities:**

**Basic Requirements:**

- Accurate cash-handling and record-keeping skills.
- Team player with strong communication and cooperation skills.
- Ability to follow basic instructions.
- Good customer service skills.
- Basic communication skills, both written and oral.
- Understanding of confidentiality and protocol.

**Education & Work Experience:**

**Basic Requirements:**

- High School diploma or equivalent combination of experience and education.
- Working knowledge of computers, cash register systems and/or ticketing systems
- Minimum 6 months of customer service experience.

**Preferences:**

- Bilingual - Spanish/English.
- Experience working with volunteers.
- Theater presentation experience.

**Additional Requirements/Preferences; Including Licenses and Certifications:**

**Basic Requirements:**

- Pre-employment and/or pre-duty checks, such as criminal background check and reference checks.
To apply for this opening and be considered, please read all of the information below and follow the application instructions carefully.

- Please complete an OMSI employment application.
- If you are interested in more than one position, you must submit a separate application for each position. All materials submitted become the property of OMSI and will not be returned.
- If you send an application without specifying an open position, it will not be considered and we will not retain it.
- If you send a resume without completing an application for an open position, it will not be considered and we will not retain it.
- You have the option to include a resume of your work experience and a cover letter with your completed application.
  You must also meet **ALL** the basic requirements listed on our job postings.

Pay: $8.51 - $10.00 per hour
Position open until filled.