

Briscoe Western Art Museum – San Antonio, Texas

Position Description

Part-time Guest Services Associate

Reports To: Guest Services Supervisor
Fair Labor Standard Act Status: Non-Exempt, Par-time position
Department: Guest Services
Compensation: Starting \$13.00/hourly

POSITION SUMMARY

The Guest Services Associate provides excellent front-line operations by providing superior customer service, in an energetic fashion, all while executing accurate money handling practices with a strong sense of attention to detail. He/she will strive to provide exceptional experience for every Briscoe Western Art Museum guest. This individual will work closely with the Guest Services Supervisor and other Briscoe Staff in fulfilling his/her responsibilities.

The Briscoe Western Art Museum encompasses an approximately one and one-quarter acre campus with nearly 60,000 square-foot of building space, including the renovated historic 1930 library building and the newly constructed Jack Guenther Pavilion, along with the McNutt Sculpture Garden and premiere River Walk frontage.

ESSENTIAL FUNCTIONS

- To be available in the Museum Store all regular museum hours and special events according to the staff schedule set by the Guest Services Supervisor, to include evenings, holidays and weekends.
- Responsible for smooth, orderly cash transactions, always making sure there is an adequate cash bank for daily operations, as well as in the daily reconciliation of cash and monies related to daily activities.
- Execute exceptional customer service to all guests visiting the Briscoe Western Art Museum, in person or by phone by educating on the museum's mission, exhibitions and programming, as well as how it all pertains to the products for sale in the Museum Store. Additionally, this same level of exceptional customer service includes inquiries related to parking, directions and general knowledge of downtown San Antonio.
- Assists with all inventory issues such as out of stock, damage, theft, as well as ensuring store merchandise is fully stocked, neat and attractive to all guests. Under the direction of the Guest Services Supervisor, assist with merchandising, ensuring that merchandise and display directives are followed.
- Under the direction of the Guest Services Supervisor, assist in receiving product, identifying all issues related to shortages, breakage, back orders and out-of-stock items. Ensure that the product received is correctly tagged and well displayed in the Museum Store.
- Maintain an organized and neat cash wrap area and neat sales floor for processing Briscoe Guests, sales and customer orders, to include maintaining supplies for the daily operations. Communicates supply deficiencies to the assigned staff member in a timely manner and as needed.
- Engage and execute the sale of memberships, event tickets, promotions and Museum Store merchandise.
- Execute professional emergency procedures, radio etiquette and paging system operations, when needed and directed, ensuring a safe and informative environment for our guests and staff.
- Assist with all other duties and responsibilities as assigned by the Guest Services Supervisor.

QUALIFICATIONS AND REQUIREMENTS

- High School Diploma required.
- Retail sales experience required.
- Previous customer service experience required.
- Nonprofit or museum experience preferred.
- Must be a team player, work well with others and maintain a professional manner using tact, initiative, good judgement and confidentiality.
- Must be happy, outgoing, self-motivated and enjoy working with the public.
- Must be able to multi-task and work well under pressure.
- Must have experience with point-of-sale inventory software system, TAM system preferred.
- Must be able to work flexible hours, to include evenings, special events, holidays and/or weekends.
- A positive background check will be required.
- Fluency in Spanish would be a plus.

WORKING CONDITIONS

We provide paid training. This position requires periods of standing, walking, and/or sitting. May occasionally need to lift and carry up to 20 pounds, push and pull up to 40 pounds with the assistance of a cart. Evening, weekend and holiday work may be required.

Interested parties can send a cover letter and resume using any one of these methods:

Facsimile/FAX

Subject: Part-time Guest Services Associate

Fax number: (210) 299-4118

or

Email

Subject: Part-time Guest Services Associate

info@briscoemuseum.org