**Wittenberg University**  
**Student Employee Position Description Form**

<table>
<thead>
<tr>
<th>Company:</th>
<th>Boonshoft</th>
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</thead>
<tbody>
<tr>
<td>Address:</td>
<td>Upper Valley Mall: 1475 Upper Valley Pike, Springfield, OH 45504</td>
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<tr>
<td>Position Title:</td>
<td>Guest Services Staff</td>
</tr>
<tr>
<td>Start Date:</td>
<td>9/1/2015</td>
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<tr>
<td>End Date:</td>
<td>5/15/2015</td>
</tr>
<tr>
<td>Hours per week:</td>
<td>No more than 19</td>
</tr>
<tr>
<td>Hourly Rate:</td>
<td>8.10</td>
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<tr>
<td>Position Supervisor:</td>
<td>Jeff White</td>
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<tr>
<td>Supervisor title:</td>
<td>Manager of Guest Services &amp; Team Leader</td>
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To apply/inquire:  
[Email: jwhite@boonshoftmuseum.org](mailto:jwhite@boonshoftmuseum.org)

**Duties and Responsibilities of position:**  
The top priority of all Guest Services Staff is the visitor; Guest services staff will model an exemplary level of customer service, ensuring that each visitor to the Museum has a positive experience.

Job duties will primarily entail ensuring that visitors at both the Admissions Desk and the Discoveries Shop are attended to promptly with friendly, helpful, and knowledgeable service. These duties will also include registering visitors and ringing in merchandise at the Admissions Desk.

In addition to registering visitors and ringing in merchandise at the Admissions Desk, Guest Services Staff are responsible for but not limited to performing the following duties:

- Present a friendly, welcoming, and professional image to visitors;
- Be proficient with the proper procedures for entering admissions/retail information into the cash register;
- Be familiar with Museum policies/operations, and relay inquires and information to appropriate staff;
- Utilize proactive sales techniques in the Discoveries Shop and at the Admissions Desk;
• Energetically and consistently promote Boonshoft Museum of Discovery membership sales;

• Record member and visitor information in permanent records, and maintain loyalty cards;

• Maintain a clean, orderly workspace in all of Guest Services Department;

• Assist in the Discoveries Shop to include applying proper pricing labels and restocking shelves as directed by the Manager, Discoveries Gift Shop;

• Notify Manager when stock is low, vending refunds are needed, and facilities need maintenance;

• Perform opening and closing procedures for Guest Services, including locking and unlocking the front doors, making closing announcements using the PA system, and preparing daily reports and deposits;

• Assist during special events at the Museum.

Qualifications needed for position:

The successful candidate should have excellent communication skills, good manners. Present a friendly, welcoming, and professional image to visitors.

The candidate must have a high level of energy and enthusiasm, an outstanding attitude of customer service, ability to interact well with people of all ages, and ongoing availability and flexibility with scheduling. Experience with POS, admissions, retail, telephone receptionist and cash handling a plus.

Physical Requirements: Walks, sits, bends, may lift heavy loads. On feet most of the shift.

Work Environment/Hazards: Works in a busy-fast paced department, must be aware of relevant dangers

Describe the interview/application

Please send resumes to
| process: | Jeff White  
Manager of Guest Services & Team Leader  
Dayton Society of Natural History  
1475 Upper Valley Pike, Springfield, OH 45504 Unit 430  
jwhite@boonshoftmuseum.org  
(937)328-5128 |